



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/10/30	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Etobicoke General Hospital			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/03/08		2017/05/24	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager, Defensive Tactics Program Division
Name Nom	Trevor Berg	Title Titre	Use of Force Trainer/ Senior Program Officer, Defensive Tactics Program Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer, Defensive Tactics Program Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On the October 30th, 2015 at approximately 1800 hours at the CBSA Immigration area of Toronto Pearson International Airport; BSO were requested by Superintendent to accompany a passenger who was being transported by EMS to the hospital. The passenger was USA Citizen arriving from LaGuardia airport NY who stated that she was experiencing some form of an allergic reaction. was still under examination, and had not yet been granted entry into Canada.			
Shortly after arrival at Etobicoke General Hospital made several requests within an approximate 10 minute time frame to go outside in order to smoke a cigarette. This request was denied as they were still in the emergency room triage area waiting to be seen by a nurse. followed BSO commands and remained in the queue waiting to be checked-in and registered by the hospital staff.			
remained in the area until approximately 1835 hours. EMS personnel were talking with the nurse in order to begin the processing. once again stated that she wanted a cigarette which the BSOs denied. did not comply this time and attempted to walk out the door. BSO repositioned between the subject and the exit. After numerous attempts to reason with she began to try and exit the hospital and not cooperate with BSO instructions.			
Due to lack of compliance, BSO advised her she was under arrest for examination			

**Adherence to the Policy / Conformité aux politiques**

The BSO's actions in applying use of soft physical controls to control this passive then active resistant subject was within training and policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations stemming from this incident.

**Signature & Date**

*David HARRIS*

2017/05/24

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/01/03	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, 4971			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badgae Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/05/05		2017/05/24	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
David Harris		Manager : Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Trevor Berg		UOF/Firearms Instructor/Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Kerry Tierney		Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On January 3rd 2016, indicated in his declaration card that he was visiting Canada for 5 days but his itinerary indicated that he had a return ticket for June 03, 2016 (5 months away) to Tel-Aviv. Subject was not able to communicate in English; he was loud and irate and exhibiting signs of been inebriated and incoherent.			

**Adherence to the Policy / Conformité aux politiques**

BSO s use of soft empty hand techniques to address the subject's behavior is considered proportional and supported by CBSA Use of Force policy and training.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no recommendations resulting from this incident.

**Signature & Date**

David HARRIS

2017/05/24

Signature

Date

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/02/01	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Pearson Airport - Terminal One			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/06/06		2017/06/09	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: David Harris		Title / Titre: Manager : Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name / Nom: Trevor Berg		Title / Titre: UOF/Firearms Instructor / Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name / Nom: Kerry Tierney		Title / Titre: Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On February 1, 2016, ) arriving from Germany off of AC873, came up to BSO counter in customs secondary at Pearson International Airport Terminal 1. handed BSO his declaration card.			
A systems check of his previous infractions indicated that had multiple previous seizures for undeclared weapons and cigarettes.			

**Adherence to the Policy / Conformité aux politiques**

The decision to use soft physical controls by Officers  
subject's active resistant behavior is justified and supported by CBSA Use of Force Policy.

to address the

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations stemming for this incident.

**Signature & Date**

*David HARRIS*

2017/06/09

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/06/07	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Pearson International Airport			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Tierney, Kerry, Badge Number / N° d'insigne: 00000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/05/25		2017/05/29	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David HARRIS	Title Titre	Manager : Defensive Tactics Policy Unit, Defensive Tactics Program Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor/ Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On 2016-06-07 a foreign national female arrived in Canada on Ethiopian Airlines and was reported as acting abnormally in the area of the Satellite Primary Inspection Line (SPIL) by Air Canada representatives.			

#### Adherence to the Policy / Conformité aux politiques

The committee finds that the use of physical control (soft) to gain control of the subject by the officers involved was proportional, appropriate and in line with CBSA Use of Force Policy.

The decision not to frisk the arrested/detained subject is contrary to CBSA policy CARE AND CONTROL OF PERSONS IN CUSTODY POLICY AND PROCEDURES Sections:

84. Prior to placing persons under arrest or detention in a sterile detention cell or secure area of the CBSA facility, conduct a frisk for weapons.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

It is recommended that the officers involved in this incident review the CBSA CARE AND CONTROL OF PERSONS IN CUSTODY POLICY AND PROCEDURES in order to ensure officer and subject safety in future incidents.

#### Signature & Date

David HARRIS

2017/05/29

Signature

Date

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/11/23	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Air Cargo, PIA Commercial Operations - Gun Room			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Carrie WARREN, Badge Number / N° d'insigne: 19461			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/02/07		2014/03/14	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	Senior Advisor, Use of Force Policy Unit
Name Nom	David Harris	Title Titre	Manager, Use of Force Policy Unit
Name Nom	Carolyn Pawluk	Title Titre	Senior Advisor, Use of Force Policy Unit
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor, Arming Division
Name Nom	Mohamad Mohtadi	Title Titre	UOF/Firearms Instructor, Arming Division
Name Nom	Zrinka Barisic	Title Titre	Senior Advisor, E&I Programs Directorate
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On November 23rd, 2014, a Superintendent at the Pearson International Airport Commercial Operations LVS Courier team was working the 11:55h - 22:00h shift. At approximately 21:30h entered the arming room with the intention to unload and store his duty firearm at the conclusion of his shift. positioned himself in front of the loading station and ballistic panel to perform the procedure for unloading his firearm.			
drew his pistol out of his holster and pointed it at the ballistics panel above the proving barrel. then lowered the firearm over the barrel to release the magazine inserted into the pistol. While he was attempting to release the magazine from the firearm, the firearm discharged into the ballistic panel.			

### Adherence to the Policy / Conformité aux politiques

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer and this committee, the discharging of \_\_\_\_\_ duty firearm during unloading was not in-line with the CBSA Arming Training Program.

\_\_\_\_\_ actions however are not being considered a Use of Force Policy infraction, due to the fact he followed all Use of Force SOP's up to and after the unintentional discharge.

### Overall Comments and Recommendations / Commentaires globaux et recommandations

The committee recognizes based on the report supplied from the Firearms Trainer that \_\_\_\_\_ is aware of the errors he made during the unloading of his duty firearm that lead to the unintentional discharge.

\_\_\_\_\_ was offered another option for unloading his firearm by using his index finger of his support hand to release the magazine so that his dominant hand can remain in proper grip on the pistol with his index finger safely along the pistols frame.

Since it appears \_\_\_\_\_ has already received a training session (with BSI) \_\_\_\_\_ that identified his errors and he accepted solutions that would alleviate the likelihood of this occurring again no additional training is recommended.

If \_\_\_\_\_ still has any uncertainties as to why this unintentional discharge occurred and any reservations that it may happen again or if he needs alternate techniques demonstrated to him, firearms instructor should be made available to offer training assistance with a modified pistol.

### Signature & Date

Nigel SUAREZ

2014/03/14

Signature

Date

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/02/25	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, Toronto Pearson International Airport Terminal 3			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Sharon MURPHY, Badge Number / N° d'insigne: 14904			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/04/24		2013/04/25	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
After reading the Use of Force Incident number On February 25th 2013 at approximately 20:00 BSO I monitoring an off-load of West Jet 2507. There was a disagreement between and BSO regarding company mail. began speaking aggressively to BSO		I learned the following: was working airside at Pearson International Airport employee and started pushing him with his chest. BSO	

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

A discussion was had with the officers regarding what to include in a Use of Force Report. This was discussed because the Officer's first report was very brief and it did not fully explain the Use of Force incident.

Officers are encouraged to review Guidelines on writing a Use of Force Incident Report Narrative on the Arming website:

for examples of written reports.

**Signature & Date**

*Carmen MANLONGAT*

2013/04/25

**Signature**

**Date**

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## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/01/20	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, SECONDARY COUNTER #3			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Murphy, Sharon, Badge Number / N° d'insigne: 14904			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/07/08		2013/07/08	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
Carmen MANLONGAT		Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
<p>Note: The incident in question took place on January 21, 2013 at 00:05. A report was not generated at that time as I did not believe any force was used during the incident. The report is being generated today as I have been informed that an unknown member of the management team witnessed the incident and believed that force was used. The following report is to the best of my recollection and use of video captured of the incident to refresh my memory.</p> <p>-Subject was referred to immigration and customs secondary as a general doubt. -Examination commenced at 23:59:03Hrs -The Subjects behaviour at the beginning of the examination was co-operative as he was compliant with my directions but he seemed upset with the customs process as his responses to my questioning were very short (one word answers), he questioned the relevance and validity of my questions, his facial expressions, in my professional experience, matched a person who was upset and angry (clenching jaw, red in the face). -As the examination progressed, the Subjects behavior became non-cooperative as he would not comply with and ignored instructions given to him.</p>			

**Adherence to the Policy / Conformité aux politiques**

Yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

None

**Signature & Date**

*Carmen MANLONGAT*

2013/07/08

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1

**Management Review Report - CBSA Use of Force Incident**  
**Rapport de revue de la gestion – Incident du recours à la force de l'ASFC**

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[illegible]

**Adherence to the Policy / Conformité aux politiques**

Yes, recommendation made by trainer to improve upon situation. See above.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Officers should review case law Cluett v. The Queen in which case law reaffirms the points discussed.

**Signature & Date**

*Carmen MANLONGAT*

2013/10/11

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/08/29	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, PIA Terminal Three			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Murphy, Sharon, Badge Number / N° d'insigne: 14904			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/10/21		2013/10/21	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Superintendent was called to point:			
BSO called from point and in a serious voice stating "a woman is hitting a child". Supt. went out to point and observed a woman, 2 boys and a baggage cart blocking the exit lane.			

**Adherence to the Policy / Conformité aux politiques**

No, the officer could have handled the situation in a better manner. Please see recommendation below.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Better communication with the all officers involved to ensure proper measures are taken. Point Officer should have debriefed Superintendent before interacting with Subject. The lack of transference of information in this incident made it difficult to evaluate risk assessment to all persons involved in this case. Perhaps a follow up of the events to ensure proper procedures were followed.

Alternate methods such as more verbal communication to the child on a level that they can understand or better communication with the parent to help rectify the situation is a recommendation.

**Signature & Date**

*Carmen MANLONGAT*

2013/10/21

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/04/12	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, LB Pearson Airport - Terminal 3 - Secondary			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Murphy, Sharon, Badge Number / N° d'insigne: 14409			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/09/16		2014/09/16	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
Carmen MANLONGAT		Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On Saturday, April 12, 2014, at approximately 2355 hours, I assisted BSO with a passenger she was examining in secondary. The passenger was observed by me pacing, waving his arms and acting agitated. The passenger also appeared to be intoxicated by either drugs and/or alcohol, due to the way that he answered questions asked of him and his inability to focus on the exam. I asked BSO if she needed a CPIC check of the passenger. She replied that it was already done and the passenger was CPIC positive.			

#### Adherence to the Policy / Conformité aux politiques

yes, in regards to the appropriate use of force. Better IMIM legal articulation needed to be detailed.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

Officers had not used the new IMIM legal articulation yet so the narrative was not as well detailed according to the new program. I explained that more details of subject's behavior prior, during and at the point of contact was really important for the reader to get the full picture. Some of the officers had gone on DFC training after this incident and realized their mistakes in their legal articulation after re reading it. Also better communication amongst the officer while conducting the secondary examination to ensure the roles of each officer.

#### Signature & Date

*Carmen MANLONGAT*

2014/09/16

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/05/23	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, TERMINAL 3 CUSTOMS SECONDARY CELLS			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		I, Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Grant, Adam, Badge Number / N° d'insigne: 19437			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/11/03		2014/11/03	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Synopsis formulated from Use of Force Incident Reports and discussion with Officers involved:			
The subject had entered Canada at the Toronto Pearson International Airport on May 22, 2014. She was detained under the Immigration and Refugee Protection Act. Earlier in the day the Officers had used force to prevent the subject from attempting to escape custody (see incident # for further details).			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No recommendations for training.

**Signature & Date**

*Carmen MANLONGAT*

2014/11/03

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/09/17	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, Secondary Terminal Three			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Decaire, Percy, Badge Number / N° d'insigne: 15569			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/11/03		2014/11/03	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
I BSO was working as a uniformed Border Services Officer and will testify to the following series of events, for I was roving flight west jet 2773 arriving from Port of Spain, Trinidad. I located one subject smuggling narcotics and highlighted her for further examination. The examination of her luggage took place in Terminal three at Toronto Pearson International Airport CBSA secondary area.			

**Adherence to the Policy / Conformité aux politiques**

Yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Based on the report it was determined that the force was appropriate, therefore no recommendation for training assistance is required.

**Signature & Date**

*Carmen MANLONGAT*

2014/11/03

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/10/10	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, Secondary T3			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Decaire, Percy, Badge Number / N° d'insigne: 15569			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/02/16		2015/02/16	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
While conducting roving duties officer observed passenger who was arriving from England via the United States of America. and did not have a ticket only the locator number, stated he had reception outside. He was flagged for further examination as Officer suspected him to be carrying contraband.			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No recommendation for training required.

**Signature & Date**

*Carmen MANLONGAT*

2015/02/16

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/11/01	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, PEARSON INTIL AIRPORT TERMINAL THREE			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Borgia, Fernando, Badge Number / N° d'insigne: 14728			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/04/28		2015/04/28	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
Carmen MANLONGAT		Manager, Training and Learning	

### Synopsis of the Complete Incident / Synopsis de l'incident complet

Below is a detailed account describing the events of 2014/11/01 as accounted by officer

I, a Border Services Officer employed by the Canada Border Services Agency at Pearson International Airport Terminal #3 will attest to the following. On 2014-11-01 at approximately 2254 hrs I was assigned by Superintendent to assist BSO preform a section 98 search on passenger:

At approximately 2315 hrs a detained passenger attempted to flee lawful custody.

#### Adherence to the Policy / Conformité aux politiques

Yes appropriate use of force. As recommended, [redacted] should take Use of Force re-certification course.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

Based on the Officers written reports and after speaking with [redacted], it was determined that all officers involved were acting in good faith and employed appropriate tactical strategies. As mentioned, It is recommended that [redacted] attend a Use of Force re-certification course in the near future.

#### Signature & Date

*Carmen MANLONGAT*

2015/04/28

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

It is the Policy of the CBSA to collect information on the details of any use of force incident. This will provide the CBSA with information on the types and frequency of these incidents. It will also enable the CBSA to make important decisions regarding the safety and security of staff and ongoing training needs. The information collected on this form is protected and may be disclosed to internal or external bodies as consistent use, or pursuant to other provisions listed under section 8(2) of the Privacy Act <http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html>. The information is held in CBSA Bank PIB PPU 012. Further explanations about the information contained in the Bank may be found in the Info Source guide located in public libraries, or online at <http://www.infosource.gc.ca>.

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/11/21	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 3, TPIA T3			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Frimpong, Michael, Badge Number / N° d'insigne: 14717			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/08/17		2015/08/17	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Synopsis of incident as per principal Officer in involved:			
The client was being removed from Canada on a removal order. She was a detained removal and this is why G4S was involved. I did not complete any checks on this person. I was asked to assist with the G4S guards as they were having problems with this			

<b>Technical Soundness / Validité technique</b>	
Use of force is consistent with I.M.I.M.	
<b>Adherence to the Policy / Conformité aux politiques</b>	
yes	
<b>Overall Comments and Recommendations / Commentaires globaux et recommandations</b>	
N/A	
<b>Signature &amp; Date</b>	
<i>Carmen MANLONGAT</i>	2015/08/17
<b>Signature</b>	<b>Date</b>

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/01/19	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, TPIA T1 Arrivals level curbside.			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Percy DECAIRE, Badge Number / N° d'insigne: 15569			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/02/19		2013/02/19	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
At approximately 0030 hours on 19JAN2013 I was asked by Supt. to assist BSO in the detention of . After being read his rights by BSO with the use of a Russian interpreter, the subject requested to go to the bathroom. At this time he appeared intoxicated. He was slurring his speech and had a strong smell of alcohol coming from his breath. At the time he requested to go to the bathroom, BSO also came to assist.			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Based on the reports it was determined no debrief was required as the force was appropriate. Therefore no training recommended.

**Signature & Date**

*Carmen MANLONGAT*

2013/02/19

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/01/25	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, PIA, Terminal One, Secondary			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Sharon MURPHY, Badge Number / N° d'insigne: 14904			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/05/01		2013/05/01	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
Carmen MANLONGAT		Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On January 25th, 2013, I was on duty as a Superintendent at Pearson Airport, Terminal One. I was assigned to the secondary inspection area.			
At approximately 22:30, BSO                      approached me in the Superintendent's office to inform me that she was dealing with a client that wished to speak to her supervisor. BSO                      further explained to me that the client had declared chicken, and was coming from South America. BSO                      had explained to the passenger that the chicken was prohibited entry into Canada under the provisions of the Food, Plant and Animal Act. However, the passenger was refusing to turn over the bag containing the chicken to BSO                      because she did not want to have the chicken taken away.			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No training was recommended. Stressing the importance of verbal communication amongst officers to ensure situations stay controlled was discussed.

**Signature & Date**

*Carmen MANLONGAT*

2013/05/01

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/02/17	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Toronto Pearson Terminal one			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Fernando BORGIA, Badge Number / N° d'insigne: 14728			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/03/21		2013/03/21	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Carmen MANLONGAT		Title Titre Manager, Training and Learning Centre	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Below is a detailed account describing the events of February 17th 2013 as per Officer			
The subject was a released removal from Montreal. Upon arrival in Toronto he was met by the terminal one escort Officer and told the procedure to clear security and meet the escort at his out bound flight for confirmation of departure. When the escort Officer arrived at the outbound flight demanded that he be given his passport prior to boarding. The officer explained that the document would be pouched by the airline and he would receive it upon the completion of his journey. The airline also advised him that he would not be permitted to board with his passport that their policy was to hold the document until final destination. He refused began to raise his voice demanding his passport.			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

It has been determined that the force applied was appropriate and therefore no recommendation for training assistance is required.

**Signature & Date**

*Carmen MANLONGAT*

2013/03/21

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/02/06	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Terminal # 1 Arrival level between Spill and Hammerhead( next to the Walking sidewalk area)			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Percy Decaire, Badge Number / N° d'insigne: 15569			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/05/15		2013/05/15	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Carmen MANLONGAT		Title Titre Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
see report from officer			

**Adherence to the Policy / Conformité aux politiques**

yes and appropriate recommendation were given by the BSI to improve on possible future situations.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Based on the debrief and reports it was determined that the force was appropriate, therefore no recommendation for training assistance is required.

**Signature & Date**

*Carmen MANLONGAT*

2013/05/15

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/03/25	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Terminal 1 Immigration			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Fernando BORGIA, Badge Number / N° d'insigne: 14728			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/05/15		2013/05/15	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Carmen MANLONGAT		Title Titre Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Below is a detailed account describing the events of March 5th 2013 as per officer			
On 5 March 2013 at approximately 22:00 hours I (BSO was working in the Immigration secondary department at Toronto Pearson International Airport at desk #8, when a client seated in the corner waiting area started yelling that he is a "Canadian Citizen, why am I here? Where is the lady that I was talking too". I asked the client to have a seat in the blue chairs and the officer that you were dealing with will talk to you soon. Client ignored the response and continued to stand, continued to be verbally disruptive :			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

It has been determined that the force applied was appropriate and therefore no recommendation for training assistance is required.

**Signature & Date**

*Carmen MANLONGAT*

2013/05/15

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/05/08	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, SECONDARY CUSTOMS COUNTER #13			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Fernando BORGIA, Badge Number / N° d'insigne: 14728			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/07/08		2013/07/08	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Carmen MANLONGAT		Title Titre Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Below is a detailed account describing the events of 2013/05/08 as accounted by Officer			
I, _____ employed by Canada Border Services Agency will testify to the following: On the 08th of May 2013, I was working at PIA T1 secondary during the hours of 1100-2000. At approximately 1715, a single male approached my secondary counter; arriving from Dubai—flight EK241. The subject is identified as:			
Address on E311 card listed as		Subject is also a permanent resident of Canada at:	
Subject had three checked in luggage and two carry-on bags. Subject answered no to all questions with the exception of answering 'yes' for food, over \$10,000 CAD and 'yes' for exceeding the duty-free allowances per person.			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Based on the Officers written reports it was determined that the force applied was appropriate and therefore no recommendation for training assistance is required.

**Signature & Date**

*Carmen MANLONGAT*

2013/07/08

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/05/10	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Toronto Pearson International Airport Terminal 3			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Frimpong, Michael, Badge Number / N° d'insigne: 14717			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/07/11		2013/07/11	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
Carmen MANLONGAT		Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
While clearing the baggage hall at Toronto Pearson International Airport Terminal 3 with BSO I was approached by a male traveller who was having some difficulty with a piece of unclaimed luggage.			
At approximately 22:00, the above subject approached me and BSO in the area of carousel 5 in the Terminal 3 Baggage Hall. The subject was complaining about a suitcase on the carousel that had his name on it, but was not his. The subject had a strong odour of alcohol on his breath.			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Based on the debrief and reports it was determined that the force was appropriate and no recommendation for training is required.

**Signature & Date**

*Carmen MANLONGAT*

2013/07/11

**Signature**

**Date**



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/05/16	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Immigration Secondary			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Martina FREITAS, Badge Number / N° d'insigne: 14783			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/06/21		2013/06/21	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Below is a detailed account describing the events of as per officer :			
At approximately 1300hrs, subject approached me in front of the Superintendent's office and asked to use the washroom. I pointed him down the hall to the washroom and the subject asked me to show him. I pointed the subject towards the washroom and we began to walk down the hall to the washroom area, me walking behind the subject.			
Up to this point, I didn't feel the subject's behaviour was too odd, but placing himself on his knees in position to be handcuffed was extremely odd to me and not something a normal traveller would do.			

**Adherence to the Policy / Conformité aux politiques**

Yes.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No recommendation for training assistance is required.

Signature & Date	
<i>Carmen MANLONGAT</i>	2013/06/21
_____ <b>Signature</b>	_____ <b>Date</b>

Arming Division / Division de l'armement (05/15) v.1.4.1



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

PROTECTED  
PROTÉGÉ **B** when completed  
une fois rempli

## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/08/26	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, T-1 Immigration			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Murphy, Sharon, Badge Number / N° d'insigne: 14904			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/10/21		2013/10/21	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
During the examination process the officer's have clearly indicated the subject's behaviour continually was non cooperative and verbally abusive at times. It wasn't until at approximately 14:10. Officer and Officer stopped subject from approaching the escalator by using loud verbal commands and restraining subject against the wall in a standing position.			

**Adherence to the Policy / Conformité aux politiques**

Yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Officers must remember to have subject under arrest or detain before any physical contact can be made if the situation is appropriate. In this case the officer had time to detain or arrest the individual failing to afford subject of their charter rights can be considered unlawful.

Cluett v. the Queen

**Signature & Date**

*Carmen MANLONGAT*

2013/10/21

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/10/01	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Terminal One International Transfer Hall			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Decaire, Percy, Badge Number / N° d'insigne: 15569			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/11/27		2013/11/27	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Synopsis of the Incident as per Officer recollection:			
hereafter referred to as the subject, arrived this day, October 01, 2013 off Air Canada flight AC002 from Narita, Japan. The Disembarkation and Roving Team (DART) was conducting a level II disembarkation check at International gate E71. This check took place indoors. Border Services Officers (BSO) were conducting the check.			

**Adherence to the Policy / Conformité aux politiques**

Yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Based on the debrief and reports it was determined that the force was appropriate, therefore no recommendation for training is required.

**Signature & Date**

*Carmen MANLONGAT*

2013/11/27

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/10/18	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Pearson Airport Terminal 1 Customs Secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Borgia, Fernando, Badge Number / N° d'insigne: 14728			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/01/21		2014/01/21	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Below is a detailed account describing the events of 2013/10/18 as accounted by			
Report Written 18-Oct-2013 between 0130 hours and 0700 hours.			
I, Chris Castaldi #14439, employed with the CBSA as a Border Services Officer at Lester B Pearson International Airport Terminal 1 was working from October 17, 2013 2130 hours to October 18th, 2013 0800 hours and can attest to the following:			
At approximately 0020 hours October 18th, 2013 at Lester B Pearson International Airport, Terminal 1, I was working in the Customs Secondary Area, when 3 Immigration Officers brought a subject from Immigration Secondary. The subject had been detained by Immigration Officers earlier in the evening and was to be removed on the next available flight to Australia. Since Immigration does not have a dedicated night shift, they asked if the Customs Staff would hold him in a wet cell until 0700 hours, where he would be returned to the Immigration Office.			

**Adherence to the Policy / Conformité aux politiques**

The officer used the appropriate use of force. However, it took a significant amount of time to complete some of the use of force reports and to be reviewed by a supervisor.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Based on the Officers written reports it was determined the the force applied was appropriate and therefore no recommendation for training assistance is required.

**Signature & Date**

*Carmen MANLONGAT*

2014/01/21

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/11/23	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Customs Secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Borgia, Fernando, Badge Number / N° d'insigne: 41728			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/02/03		2014/02/03	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On January 23rd and 24th 2014, I had the opportunity to meet with Officers During the debrief all Officers were extremely forthcoming and receptive to feedback. Below is a detailed account describing the events of October 14th as recounted by officer  On the 23rd of November 2013, I was assigned the task of escort officer in the Immigration Division. At approximately 1430 hours, I escorted the subject along with Officer to customs secondary for a baggage examination. The examining customs officer discovered several World War two Nazi Germany medals in the subjects bags. The subject gave conflicting reports on to how he obtained such metals,			

**Adherence to the Policy / Conformité aux politiques**

No

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Officer requested to be scheduled for a CDT refresher or recertification, therefore it is recommended that both officers attend a 5 day regional CDT recertification class. Additionally, officer should review what is involved in a proper risk assessment and how to document this in a use of force report.

**Signature & Date**

*Carmen MANLONGAT*

2014/02/03

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/11/29	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, T1 Administrative Corridors			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Freitas, Martina, Badge Number / N° d'insigne: 14783			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/02/11		2014/02/11	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
After reading Officer's Use of Force Reports regarding incident number _____ which took place at Pearson Airport on November 29th 2013 I learned the following:			
Subject _____ was handcuffed for transport by G4S Security and was going to be transported to a Detention Facility for Women. :			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

none

**Signature & Date**

*Carmen MANLONGAT*

2014/02/11

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/01/15	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Gate 181 Public side			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Murphy, Sharon, Badge Number / N° d'insigne: 14904			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/04/23		2014/04/23	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Officers responded to a request at the gate to assist in controlling a subject. Upon arriving the Peel police was attempting to control subject to handcuff. CBSA officers jumped in to aid the Peel police were having difficulty in controlling the subject. With verbal directions from the police both agencies were successful in securing subject in handcuffs. Subject continued to struggle with Officers until EMS arrived to sedate the subject. It was later discovered subject had consumed alcohol in his carry on that may have contributed to his erratic behaviour. CBSA remained during the transport to the hospital with the Peel Police in the ambulance.			

**Adherence to the Policy / Conformité aux politiques**

Yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

none

**Signature & Date**

*Carmen MANLONGAT*

2014/04/23

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/01/16	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Pearson Airport Terminal 1			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Murphy, Sharon, Badge Number / N° d'insigne: 14904			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/04/07		2014/04/07	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On January 16/2014 I was working as an acting superintendent at terminal 1 customs. At approximately 2050, while standing at auxiliary point, Chief and Superintendent attended to a traveller who was screaming by the Air Canada Baggage Counter. At approximately 2055, I proceeded to Chief and assisted with the screaming subject. Superintendent and Chief were talking to the traveller. Subject was non cooperative and appeared to be intoxicated.			

**Adherence to the Policy / Conformité aux politiques**

Yes, however better articulation was required when explaining why the subject was arrest. This issue was explained in the debrief by the instructor.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

**Signature & Date**

*Carmen MANLONGAT*

2014/04/07

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/01/25	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Toronto Pearson Terminal 1 Gate 172			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Frimpong, Michael, Badge Number / N° d'insigne: 14717			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/03/17		2014/03/17	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Approximately 08:10, subject was identified by the gate attendant as being the unruly passenger on the aircraft, the subject was pulled aside as asked for his documentation. Subject was immediately belligerent with officers telling officers to "fuck off" and "go fuck yourself."			

**Adherence to the Policy / Conformité aux politiques**

Yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Review IMIM definitions of behaviour.

**Signature & Date**

*Carmen MANLONGAT*

2014/03/17

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/02/14	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, terminal 3 immigration			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Freitas, Martina, Badge Number / N° d'insigne: 14783			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/04/23		2014/04/23	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Based on the reports from the officers regarding incident number _____ as well as meeting with them I learned the following: On February 17 2014 BSO _____ and BSO _____ were asked to escort an undocumented man, later found to be _____ to customs secondary. There was a language barrier and the officer who was originally dealing with him had already placed a call for an interpreter. BSO _____ and BSO _____ wanted to escort the subject to customs in order to do a baggage exam and try to establish his identity. Due to the language barrier, the officers took _____ by his arm and started guiding him in the direction of the baggage hall. As they were walking the subject stopped walking, began to tense his body, became dead weight and continued to "sink toward the floor". Using the wall as support Officer _____ bent the subject's arm behind his back while BSO _____ assisted in bringing the other arm behind his back. He was brought back to immigration where he was seated, and spoke to an interpreter. After some time passed, the subject calmed down and handcuffs were removed. He was also then detained.			

**Adherence to the Policy / Conformité aux politiques**

The officers used appropriate use of force however, the officer are obligated to arrest and give rights to the client.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Officers should review case law Cluett v. the Queen which reaffirms the importance of arresting.

**Signature & Date**

*Carmen MANLONGAT*

2014/04/23

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/08/07	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Terminal 1 secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Borgia, Fernando, Badge Number / N° d'insigne: 14728			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/12/10		2014/12/15	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Carmen MANLONGAT		Title / Titre: Manager, Training and Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Below is a detailed account describing the events of 2014/08/07 as accounted by Officer			
The subject was CPIC negative and a Canadian citizen so no FOSS record was checked. The subject was roved post Pil and highlighted for further inspection. In Terminal 1 secondary the subject became verbally aggressive and became loud and argumentative throughout my interaction with him. The subject was particularly angry when discussing the currency and wrist watch which were seized.			

**Adherence to the Policy / Conformité aux politiques**

yes

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Based on the Officers written report and after dialogue with Officer it was determined that the force applied was appropriate and therefore no recommendations for training assistance is required. The process of writing a Use of Force report was reviewed with Officer

**Signature & Date**

*Carmen MANLONGAT*

2014/12/15

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/09/03	
<b>Location of Incident / Lieu de l'incident</b>			
Greater Toronto, Pearson International Airport - Terminal 1, Milton District Hospital			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/08/05		2016/09/02	

## Management Review Completed by / Révision par la gestion complétée par

Name Nom	David Harris	Title Titre	Manager : Use of Force Policy Unit, Arming Division (Chair)
Name Nom	Jennifer Gouin	Title Titre	A/Senior Program Advisor: Intelligence Program Unit
Name Nom	Tara Traves	Title Titre	Manager : Traveller Operations Division
Name Nom	Steve Mackenzie	Title Titre	Senior Program Advisor: Use of Force Policy Unit, Arming Division
Name Nom	Carole Alphonso	Title Titre	Psychological Support Professional (Agency Psychologist): Arming Division
Name Nom	Nigel Suarez	Title Titre	Senior Program Advisor: Use of Force Policy Unit, Arming Di
Name Nom	Trevor Berg	Title Titre	A/Senior Program Advisor & UOF/Firearms Instructor: Use of Force Policy Unit, Arming Divisio
Name Nom	Zrinka Barisic	Title Titre	Senior Program Advisor: Enforcement and Intelligence Programs Directorate
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Use of Force Policy Unit, Arming Division
Name Nom	Stephen Baxter	Title Titre	Senior Program Officer: Traveller Operations
Name Nom	Maureen Haley	Title Titre	Senior Program Advisor: Compliance Programs Unit, Border Programs Directorate

## Synopsis of the Complete Incident / Synopsis de l'incident complet

On September 03, 2015 at Pearson International Airport, a Chilean citizen named [REDACTED] arrived from Santiago Chile aboard AC093. During examination, using an onsite interpreter [REDACTED] admitted to criminality and working illegally in other countries. [REDACTED] was reported for being inadmissible to Canada and subsequently arrested and detained for an admissibility hearing as she constituted a flight risk. Furthermore, she threatened to kill herself and disrupt any flight she was put on.

#### Adherence to the Policy / Conformité aux politiques

The soft physical controls used by the Border Service Officers to control the resistant behaviour, while stopping attempts of self-harm and gain control of the subject were proportional, reasonable and necessary and in line with CBSA Use of Force training and Policy.

Based on the officers risk assessments which placed the subjects' behaviour as uncooperative and self-harming, the decision to continue the transport without tactics to limit the potential for the subject to harm herself was outside the principles of the IMIM and the EN manual. (Specifically Part 6 Chapter 8 Vehicular Transport of Persons Under Arrest or Detention

"11. Officers must exercise reasonable care for the protection and well-being of themselves and all persons in their custody and are to take precautions that will help ensure that these persons are protected from harm to themselves or from others.)"

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

Management is reminded that all officers involved and witness officers to the incident are required to submit a narrative that details their actions and perceptions of the incident and/or what they witnessed/perceived during the incident as per section 4.3 of the CBSA Standard Operating Procedures on Use of Force and Reporting

"4.3.1 CBSA employees (i.e. officers and all other employees) involved in or witnessing a use of force incident are required to report the event as outlined within this SOP."

All Officers are reminded that as per paragraph 57 of the EN manual (EN Part 6 Chapter 2 Care and Control of Persons in Custody) that wherever operationally viable, persons held in custody are to be monitored and observed by an officer of the same sex.

Officers are reminded that the CBSA cannot arrest or detain individuals "to prevent them from harming themselves" under provincial legislation such as the Ontario Mental Health Act (OMHA). When there is a mental health concern, local police can be contacted to conduct a detention under the Ontario Mental Health Act (OMHA).

All officers are to review the sections of the EN Manual that pertain to the Care and Control of Persons in Custody and the Vehicular Transport of Persons Under Arrest or Detention to ensure the safety and well-being of persons held in custody.

#### Signature & Date

David HARRIS

Signature

2016/09/02

Date

Arming Division / Division de l'armement (05/15) v.1.4.1



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

PROTECTED  
PROTÉGÉ **B** when completed  
une fois rempli

## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

It is the Policy of the CBSA to collect information on the details of any use of force incident. This will provide the CBSA with information on the types and frequency of these incidents. It will also enable the CBSA to make important decisions regarding the safety and security of staff and ongoing training needs. The information collected on this form is protected and may be disclosed to internal or external bodies as consistent use, or pursuant to other provisions listed under section 8(2) of the Privacy Act <http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html>. The information is held in CBSA Bank PIB PPU 012. Further explanations about the information contained in the Bank may be found in the Info Source guide located in public libraries, or online at <http://www.infosource.gc.ca>.

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/09/05	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, CBSA Vancouver International Airport Secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Charbonneau, Michael, Badge Number / N° d'insigne: 10501			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/01/07		2015/01/07	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On January 6, 2015, I read the report's of officers I learned the following.			

On September 5, 2014, at approximately 12:45,  
approach the primary booth of officer  
approached the counter he threw his passport towards  
floor. asked the subject why he had thrown his passport.  
while looking around stated "I don't know."

at the Vancouver International Airport. As  
The passport bounced off the counter and landed on the  
paused for an unusual period of time and

#### **Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

If proper release from arrest did not occur.

Please review the following sections in the CBSA Enforcement Manual, Chapter 6, Part 1, Paragraph

20. Superintendents will review decisions concerning the detention or arrest of a person and discontinue the detention or arrest where it is evident that charges will not be laid or the person's presence at the CBSA office is no longer required.

##### **Release from Arrest**

69. Where a person has been arrested and it is subsequently determined that charges against the person will not be laid, the person will be released from arrest immediately upon completion of CBSA processes.

70. Persons who are arrested and against whom charges will be laid may be released from arrest by:

- b) the CID or responsible police agency; or
- c) a designated officer upon issuance of an Appearance Notice (Form 9).

#### **ROLES AND RESPONSIBILITIES**

##### **Border Services Officers**

71. Border Services Officers (BSO) are responsible for:

- b. ensuring arrests and subsequent release of individuals are completed in accordance with legislative requirements and these policy and procedure guidelines;

**Signature & Date**

*Dan DESAI*

2015/01/07

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/09/30	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver Int'l Airport - CBSA Secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Charbonneau, Michael, Badge Number / N° d'insigne: 10501			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/01/20		2015/01/20	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: Manager, CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On January 20, 2015, I read the reports of officers		I learned the following. That on	
September 30, 2014,		Canadian citizen and resident of Canada returned to	
Vancouver International Airport on an international flight.		was selectively referred for a secondary examination by the	
Automated Border Clearance kiosk.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Handcuffs should only be applied to cooperative or controlled subjects. Handcuffs should not be used as a tool for controlling a subject. The only time this should happen is when resistant behaviour is encountered during the cuffing procedure either because cooperative handcuffing was being attempted or because the officer has lost control of the subject. I would not recommend the removal of a single handcuff for any purpose. If your risk assessment dictates that it is safe to remove the handcuffs then remove both. If a single cuff is removed and a subject attempts to fight or flee custody then the cuff poses a very serious risk to the safety of officers, the public and or in this case the paramedics. If the subject isn't willing to cooperate in a reasonable manner, the cuffs stay on.

**Signature & Date**

*Dan DESAI*

2015/01/20

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/11/14	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Richmond BC, Vancouver Int'l Airport Secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Trevor HOWES, Badge Number / N° d'insigne: 10260			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/02/19		2015/02/19	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: Manager CBSA College - Chiliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On November 14, 2014 _____ had arrived from China disembarked off Flight 3U8579 from Chengdu (CTU), China. _____ had sought entry as a refugee and was in the midst of an immigration exam. _____ was cooperating and demonstrating compliance throughout this stage of the interaction with Canada Border Services Officers.			
Officers _____ along with acting Superintendent _____ were escorting _____ from an interview room to a rest room within the Immigration Secondary area of the Vancouver International Airport.			
En route to the rest room _____ began to talk loudly in Mandarin. A. Superintendent Duffy translated and stated _____ did not want to return to China. _____ came to a complete stop and was facing all three officers.			

**Adherence to the Policy / Conformité aux politiques**

Officers	did not adhere to CBSA policy by using force and subsequently handcuffing the subject without first
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arresting or detaining her.

### Overall Comments and Recommendations / Commentaires globaux et recommandations

I recommend the officers involved with this incident review the Agency's policy on handcuffing, specifically The Enforcement Manual, Part 6, Chapter 1, Sec. 54 which discusses when officers are authorized to handcuff subjects we interact with.

"Based on risk, officers have the authority to handcuff persons who are lawfully arrested or detained. Officers must assess the risk and act on reasonable grounds when deciding to handcuff a person. Reasonable grounds may include, but is not limited to, threat posed to the officer, another officer, members of the public, protecting the person, potential flight risk, and/or preventing the destruction of evidence."

I recommend the officers review their authority to arrest or detain without warrant under the Immigration Refugee Protection Act, specifically section 55(2) as referenced in the Immigration Operational Manual, ENF 4.

"Authority to arrest and detain without a warrant, a foreign national, other than a protected person:  
•who the officer has reasonable grounds to believe is inadmissible and is a danger to the public or is unlikely to appear for examination, an admissibility hearing, removal from Canada, or at a proceeding that could lead to the making of a removal order by the Minister under subsection A44(2); or  
•if the officer is not satisfied of the identity of the foreign national in the course of any procedure under the Act."

I recommend the officers involved review Immigration Refugee Protection Act offences relating to officers, specifically section 129 (1)(b).

"129. (1) Every person is guilty of an offence who  
(d) obstructs or impedes an officer in the performance of the officer's duties under this Act."

I recommend the Officers review the Canadian Charter of Rights and Freedoms, specifically sections 9, 10(a) and 10(b).

" 9. Everyone has the right not to be arbitrarily detained or imprisoned.  
10. Everyone has the right on arrest or detention  
(a) to be informed promptly of the reasons therefor;  
(b) to retain and instruct counsel without delay and to be informed of that right;"

I recommend the Officers review the Vienna Convention on Consular relations, specifically article 36.

"Article 36. Foreign nationals who are arrested or detained be given notice "without delay" of their right to have their embassy or consulate notified of that arrest. If the detained foreign national so requests, the police must fax that notice to the embassy or consulate, which can then check up on the person. The notice to the consulate can be as simple as a fax, giving the person's name, the place of arrest, and, if possible, something about the reason for the arrest or detention."

In addition I recommend the officers involved review the Incident Management Intervention Model (IMIM) and refresh themselves on how to write a clear and understandable Use of Force Incident Report.

### Signature & Date

*Dan DESAI*

2015/02/19

Signature

Date

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/05/25	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, VIA Secondary Inspection area			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Jami MOORE, Badge Number / N° d'insigne: 16948			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/09/21		2015/10/01	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Dave Harris	Title Titre	Manager : Use of Force Policy Unit, Arming Division
Name Nom	Caroline Joly	Title Titre	A/Manager: Use of Force Instructor Recruitment and Development Unit, Arming Division
Name Nom	Zrinka Barisic	Title Titre	A/Manager; Investigations, Enforcement and Intelligence Programs Directorate
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Use of Force Policy Unit, Arming Division
Name Nom	Jami Moore	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name Nom	Nigel Suarez	Title Titre	Senior Program advisor: Use of Force Policy Unit, Arming Division
Name Nom	John Beaton	Title Titre	Learning Design Specialist, Officer Induction and Enforcement, HRB
Name Nom	Ken McCarthy	Title Titre	Director, Security and Professional Standards Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
At approximately 20:20hrs, on April 25th 2015, traveller		was informed that he was inadmissible	

pursuant to A36 (1)(b) of the Immigration and Refugee Protection Act. Since no return flight was available and the subject was displaying passive resistance (refusing to stand up and accompany the officers), the subject was detained under IRPA to continue the examination.

**Adherence to the Policy / Conformité aux politiques**

The committee finds that the use of empty hand techniques by Officers \_\_\_\_\_ and Supt. \_\_\_\_\_ in response to the active resistant behavior displayed by \_\_\_\_\_ was proportional, appropriate and in-line with CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Officers are reminded that subjects arrested or detained under The Immigration and Refugee Protection Act are not entitled to the Charter right to remain silent but must be awarded their Vienna rights to contact their government representative if the subject is a foreign national.

**Signature & Date**

*Nigel SUAREZ*

2015/10/01

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/06/26	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver International Airport Secondary Customs			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Jami MOORE, Badge Number / N° d'insigne: 16948			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/12/08		2015/12/08	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Nigel SUAREZ		Title / Titre: (Acting) Manager : Use of Force Policy Unit, Arming Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On June 26, 2015 BSO's at VIA secondary operations were examining the belongings of _____ when they found suspected marihuana residue. A CPIC check revealed she was in breach of the following condition: to not possess or consume controlled substances as defined in Section 2 of the Controlled Drugs and Substances Act. She was placed under arrest and BSOs _____ and _____ attempted to handcuff her.			

**Adherence to the Policy / Conformité aux politiques**

The use of soft empty hand techniques by BSOs to control the subject is considered reasonable, proportional and in line with the CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

None

**Signature & Date**

*Nigel SUAREZ*

2015/12/08

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/07/05	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver International Airport			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Jami MOORE, Badge Number / N° d'insigne: 16948			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/05/31		2016/06/02	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom:	David Harris	Title / Titre:	Manager : Use of Force Policy Unit, Arming Division
Name / Nom:	Kerry Tierney	Title / Titre:	Senior Program Advisor : Use of Force Policy Unit, Arming Division
Name / Nom:	Jami Moore	Title / Titre:	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On July 05th 2015, at approximately 17:26 hours, BSO started an examination of (as subject), male traveler (date of birth: Canadian passport number Subject arrived off flight and was referred to secondary for a selective customs examination by the primary officer because he appeared to be under the influence of alcohol or narcotics.			

**Adherence to the Policy / Conformité aux politiques**

The soft empty hand techniques used by BSOs to address the assaultive behavior displayed by the subject is considered reasonable, proportional and in-line with CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations arising from this incident.

**Signature & Date**

*David HARRIS*

2016/06/02

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/07/22	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver International Airport - Passenger Ops			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/02/29		2016/02/29	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	A/ Manager : Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer : Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On Wednesday July 22, 2015 at approximately 1125hrs at Vancouver International Airport BSO ( ) was conducting an examination of ( ). The Subject arrived off flight CZ329 from China with a Canadian Emergency Travel Document issued in Shanghai. During questioning regarding his trip the subject became irritated and stopped answering questions.			
BSO ( ) arrived to assist and reminded the subject that he must answer questions truthfully, to which the subject replied "Why don't you just shut the fuck up". As the examination continued, the subject continued to refuse to answer questions.			

The use of soft empty hand techniques by BSO \_\_\_\_\_ and Superintendent \_\_\_\_\_ to address the active resistance displayed by the subject is considered in-line with CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations resulting from this incident.

**Signature & Date**

*Nigel SUAREZ*

2016/02/29

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/10/31	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, British Columbia Immigration Holding Centre			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/02/25		2016/04/22	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom	David Harris	Title / Titre	Manager : Use of Force Policy Unit, Arming Division
Name / Nom	Trevor Berg	Title / Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name / Nom	Kerry Tierney	Title / Titre	Senior Program Officer : Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On October 31 2015, at approximately 11:40hrs, BSO and attended the BC Immigration Holding Centre (BCIHC) and encountered I. BSO and entered the holding cell where was being held. was wailing and all verbal attempts to calm her down were unsuccessful. began to hit her head on the wall of the cell. BSO immediately instructed her to stop and she did but continued to wail. emotional distress increased until she began wincing in pain, coughing, dry heaving and attempting to vomit. When asked why she was upset, stated she did not want to return home and that she was going to be killed if she returned to Bangladesh.			
At approximately 12:30hrs, BC Ambulance Service arrived and was appraised of the situation. They conducted a medical assessment of and determined that she was not in any need of any medical services.			

#### Adherence to the Policy / Conformité aux politiques

The officers encountering the subject quickly assessed that her behavior was uncooperative and correctly used verbal communication to address the situation. When the subject began displaying assaultive behavior the officers used soft empty hand techniques appropriately and in-line with CBSA Use of Force Policy.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

There are no training recommendations resulting from this encounter.

#### Signature & Date

David HARRIS

2016/04/22

Signature

Date

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/01/10	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver International Airport - Traffic			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/09/23		2016/09/29	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: David Harris		Title / Titre: Manager : Use of Force Policy Unit, Arming Division	
Name / Nom: Trevor Berg		Title / Titre: UOF/Firearms Instructor/Senior Program Advisor: Use of Force Policy Unit, Arming Division	
Name / Nom: Kerry Tierney		Title / Titre: Senior Program Officer : Use of Force Policy Unit, Arming Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On January 10th, 2016, BSO was conducting an Immigration interview and examination of a Chinese national - at Vancouver International Airport. The process began at 18:20hrs and was conducted with the assistance of a Mandarin interpreter.			

**Adherence to the Policy / Conformité aux politiques**

The decision to use soft physical control techniques by Officers \_\_\_\_\_ and \_\_\_\_\_ in order to address the active resistant behavior of the detained subject is considered reasonable and is supported by CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations stemming from this incident.

**Signature & Date**

*David HARRIS*

2016/09/29

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/03/13	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, VIA - Secondary Operations			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/09/21		2016/09/22	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: David Harris		Title / Titre: Manager : Use of Force Policy Unit, Arming Division	
Name / Nom: Trevor Berg		Title / Titre: UOF/Firearms Instructor/ Senior Program Advisor: Use of Force Policy Unit, Arming Division	
Name / Nom: Kerry Tierney		Title / Titre: Senior Program Officer, Use of Force Policy Unit, Arming Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
At approximately 01:30hrs, on Sunday, March 13th, 2016 at Vancouver International Airport, a citizen of France; was being refused entry to Canada. During the process in which the GCMS paper work was being completed, the subject became more and more irritated and disruptive (swearing and yelling throughout secondary). The Subject was advised numerous times to lower his voice and stop causing disturbances. The Subject ignored the Officer's requests and continually wandered around immigration secondary and began to retrieve his personal items including a laptop from the examination counter. When confronted by BSO and told to return the items he took from the counter he responded by saying "fuck you" and also "doesn't fucking matter, I'm not coming in anyway".			

**Adherence to the Policy / Conformité aux politiques**

The soft physical control used by Officers \_\_\_\_\_ and \_\_\_\_\_ to address the active resistant and aggressive subject is considered appropriate, reasonable and in-line with CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations resulting from this incident.

**Signature & Date**

*David HARRIS*

2016/09/22

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/05/14	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver International Airport			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/05/16		2017/05/29	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager : Defensive Tactics Policy Unit, Defensive Tactics Program Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor/ Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On May 14, 2016 Canada Border Services Officer (BSO) was working at the Vancouver International Airport and was scheduled as a Rover. At approximately 17:00, Superintendent asked if BSO could assist Investigator with the interview of an Indian National. At that time, BSO walked to the currency room and saw Investigator sitting with			

**Adherence to the Policy / Conformité aux politiques**

The decision to use soft physical controls by officers address the subject's self-harm behavior is considered appropriate and supported by CBSA Use of Force Training and Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no recommendations resulting from this incident.

**Signature & Date**

*David HARRIS*

2017/05/29

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/06/24	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Secondary - Waiting room			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
NA			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Tierney, Kerry, Badge Number / N° d'insigne: 00000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/05/25		2017/05/30	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager, Defensive Tactics Program Division
Name Nom	Trevor Berg	Title Titre	UOF Instructor/ Senior Program Officer, Defensive Tactics Program Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer, Defensive Tactics Program Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On June 24, 2016 BSO was working at Vancouver International Airport when he encountered the subject			
BSO had dealings with the subject the evening before when the subject had been detained.			

the subject's demeanor and look on his face, BSO  
for threatening an officer.

perceived this as a very real direct threat and arrested the subject

BSO reached for the subject's arm to gain control of him. BSO commanded the subject to put his hands behind his back. The subject struggled to try and free himself from the officer. BSO intensified his control and commanded that the subject was under arrest and to stop resisting. The subject struggled further and BSO drove his body into his to gain control. The two took some steps backwards and contacted a bench in the waiting area where both men fell to the floor. The subject continued to struggle and resist BSO instructions.

BSOs and Supt. all assisted BSO in physically getting control of the subject. Superintendent applied handcuffs while all the officers struggled to get the subject's hands into a position where they could be cuffed. The subject was then arrested again, provided his rights and taken to a cell.

#### Adherence to the Policy / Conformité aux politiques

The decision by BSO's and Supt. to use soft physical control techniques to deal with the subject's active resistance is considered in line with CBSA use of force training and policy.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

There are no recommendations resulting from this incident.

#### Signature & Date

David HARRIS

Signature

2017/05/30

Date

Arming Division / Division de l'armement (05/15) v.1.4.1



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

PROTECTED  
PROTÉGÉ **B** when completed  
une fois rempli

## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

It is the Policy of the CBSA to collect information on the details of any use of force incident. This will provide the CBSA with information on the types and frequency of these incidents. It will also enable the CBSA to make important decisions regarding the safety and security of staff and ongoing training needs. The information collected on this form is protected and may be disclosed to internal or external bodies as consistent use, or pursuant to other provisions listed under section 8(2) of the Privacy Act <http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html>. The information is held in CBSA Bank PIB PPU 012. Further explanations about the information contained in the Bank may be found in the Info Source guide located in public libraries, or online at <http://www.infosource.gc.ca>.

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/08/09	
<b>Location of Incident / Lieu de l'Incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver International Airport			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/05/15		2017/06/09	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
David Harris		Manager : Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Trevor Berg		UOF/Firearms Instructor / Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Kerry Tierney		Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On August 9th, 2016 at 20:30hrs, Officers of the Vancouver International Airport Roving Enforcement Team responded to an officer assistance call at Gate 64. who was issued a Deportation Order was encountered at the gate as he was refusing to board the aircraft. The subject would not move from the boarding gate and instead held up his cellphone while making it appear as if he was filming officers.			

**Adherence to the Policy / Conformité aux politiques**

The use of soft physical control techniques by BSOs is considered necessary and in-line with  
CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no recommendations resulting from this incident.

**Signature & Date**

*David HARRIS*

**Signature**

2017/06/09

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/08/29	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Traffic Secondary Cells			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/05/15		2017/06/09	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
David Harris		Manager : Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Trevor Berg		UOF/Firearms Instructor/ Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Kerry Tierney		Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On August 29, 2016 at the Vancouver International Airport at 18:35, RCMP two officers escorted in handcuffs through secondary to the secondary cells area. The subject at this time was yelling profanities at the two RCMP officers.			

Training.

**Adherence to the Policy / Conformité aux politiques**

The use of soft physical control techniques by BSO's \_\_\_\_\_ and \_\_\_\_\_ to address the assaultive behavior displayed by the subject is considered necessary and in-line with CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no recommendations resulting from this incident.

**Signature & Date**

\_\_\_\_\_  
*David HARRIS*

**Signature**

\_\_\_\_\_  
2017/06/09

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/09/22	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, 8212			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
NA			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Tierney, Kerry, Badge Number / N° d'insigne: 0000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/10/19		2017/10/19	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: David Harris		Title / Titre: Manager, Defensive Tactics Program Division, Use of Force Policy Unit	
Name / Nom: Trevor Berg		Title / Titre: UOF Instructor/ Senior Program Officer, Use of Force Policy Unit	
Name / Nom: Kerry Tierney		Title / Titre: Senior Program Officer, Use of Force Policy Unit	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
<p>On September 22nd 2016 BSO [redacted] was working as a uniformed Canada Border Services Officer at the Vancouver International Airport and was scheduled as a secondary officer in the Secondary Operations Area of the Customs Hall. At approximately 08:45hrs hours, BSO [redacted] noticed a subject with one carry-on bag approaching the secondary counter from the Domestic point entrance. Once at the counter, the BSO asked for subject's passport and E311 card to which he was presented with. The subject being examined was [redacted] bearer of US passport # [redacted]. The subject's E311 card showed that his residence was in Australia and that he was seeking entry to Canada for two days.</p>			

**Adherence to the Policy / Conformité aux politiques**

The actions of BSOs \_\_\_\_\_ and Superintendent \_\_\_\_\_ in addressing the subject's behavior are considered necessary and supported by CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations resulting from this incident.

**Signature & Date**

*David HARRIS*

2017/10/19

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/11/27	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver International Airport - Secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
NA			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Tierney, Kerry, Badge Number / N° d'insigne: 0000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/10/23		2017/10/30	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager, Defensive Tactics Program Division - Use of Force Policy Unit
Name Nom	Trevor Berg	Title Titre	UOF Instructor / Senior Program Officer - Use of Force Policy Unit
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer - Use of Force Policy Unit
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On November 27th 2016 at approximately 10:05 hours BSO _____ was informed by A/Supt. _____ that the subject (DOB: _____) had failed to stop at primary and refused to listen to instructions of officers in the primary area.			
The subject entered secondary from point without incident and walked to BSO _____ secondary counter (#5), pushing his luggage on a cart. BSO _____ was assisting with this examination and the examination was conducted in English, at the request of the traveller (Punjabi was offered).			
The subject was argumentative and uncooperative from the start of the examination, initially refusing to provide his passport and E311 customs declaration card, and saying he was leaving. BSO _____ explained to the subject that he was not free to leave and that he needed to answer questions regarding his trip and the goods he was carrying with him. The subject refused to comply and refused to allow the officers near his suitcase.			

**Adherence to the Policy / Conformité aux politiques**

The use of soft physical control techniques by the officers to address the subject's behavior is considered proportional and supported by CBSA Use of Force policy

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations resulting from this incident.

**Signature & Date**

*David HARRIS*

2017/10/30

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/08/22	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Kelowna, Kelowna International Airport			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Blattmann, Brian, Badge Number / N° d'insigne: 10442			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/09/25		2013/09/25	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: A/Manager Training & Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On Aug 22, 2013, CBSA officer was on duty at the Kelowna Airport. At approximately 1750hrs BSO heard a loud voice outside the CBSA facility in the area of the baggage carousels. BSO left the office to investigate and observed a lone female whom he perceived as intoxicated, later identified as involved in an altercation in the Commissionaires office with a male reserve RCMP Officer. Also present was a male commissionaire.			

#### **Adherence to the Policy / Conformité aux politiques**

The officer adhered to applicable CBSA policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

No specific training recommendation for BSO. I suggest he review the enforcement manual sections on Arrest, and care and control in dealing with people in custody. These sections would be helpful to him as a refresher on our arrest policy's and search of individuals placed in cells. Further, EN manual(Part 6 chapter 2 paragraph 69), specifically details on dealing with suicidal persons in our care.

**Signature & Date**

*Dan DESAI*

2013/09/25

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/09/20	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Carson, N.W of Grand Forks BC on Highway 3			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Finn, Paul, Badge Number / N° d'insigne: 15577			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/11/22		2013/12/06	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	(Acting) Manager, Arming Division
Name Nom	Carolyn Pawluk	Title Titre	Senior Program Advisor, Use of Force Policy Unit
Name Nom	Kerry Tierney	Title Titre	Senior Program Advisor, UoFe Development & Design
Name Nom	Moe Mohtadi	Title Titre	UoF/Firearms Instructor: Use of Force Policy Unit
Name Nom	Trevor Berg	Title Titre	UoF/Firearms Instructor: Use of Force Policy Unit
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
<p>On September 20th, 2013, Border Services Officers and were on assigned duty travelling between the Carson Port of Entry and the Midway Port of Entry. At approximately 08:36hrs, the officers observed two vehicles pulled over on the side of the road and a deer lying in the oncoming lane. One of the vehicles had been in a collision with the deer. The deer had sustained a severe fracture to its rear legs and was unable to move from the roadway under its own power.</p> <p>While assessing the situation, a truck had to swerve, nearly missing the vehicle involved in the incident which posed a public safety issue.</p> <p>BSO assessed his environment, and BSO guided the driver to a position of safety behind the line of fire. BSO utilized the berm behind the animal and discharged three rounds from his duty firearm in order to euthanize the animal and remove it from the highway.</p>			
<b>Use of Force and Tactical Considerations / Recours à la force et considérations tactiques</b>			

**Adherence to the Policy / Conformité aux politiques**

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer, the Committee finds the actions of the officer was reasonable and in-line with CBSA Use of Force Policy and the Arming Training Program.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

The committee does not have any recommendations.

**Signature & Date**

*Nigel SUAREZ*

2013/12/06

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/05/25	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Cascade, Highway 22, Near Rossland BC			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
NA			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Tierney, Kerry, Badge Number / N° d'insigne: 0000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/06/06		2017/06/09	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager, Defensive Tactics Program Division,
Name Nom	Trevor Berg	Title Titre	UOF instructor/Senior Program Officer, Defensive Tactics Use of Force Policy Unit
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer, Defensive Tactics Use of Force Policy Unit
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On May 25th, 2016 Supt. travelling to the port of Cascade came across a deer that had been struck by a vehicle lying on shoulder of the road. The deer was alive and struggling to move. To prevent further suffering and danger to the public the duty firearm was used (2 duty rounds) to dispatch the deer. The remote area had no cell coverage in order to contact the RCMP or Conservation Service and no one witness the event. The deer was removed from the highway.			

**Adherence to the Policy / Conformité aux politiques**

The use of his duty firearm by Supt \_\_\_\_\_ to euthanize a critically injured animal in this situation is considered reasonable and supported by CBSA Use of Force Policy and Training.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no recommendations resulting from this incident.

**Signature & Date**

*David HARRIS*

2017/06/09

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/06/22	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Huntingdon - Traffic, Secondary lot			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Tether, Michael, Badge Number / N° d'insigne: 11178			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/08/22		2013/09/18	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	(Acting) Manager, Use of Force Policy Unit
Name Nom	Caroline Pawluk	Title Titre	Senior Advisor, Use of Force Policy Unit
Name Nom	Vickie McCambley	Title Titre	Senior Learning Specialist, UoF & Enf Pgms
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
<p>On June 22nd, 2013 a US plated van appeared at the Primary Inspection Line at the port of entry Abbotsford-Huntingdon. The occupants stated they were en route to Alaska. BSO asked the travellers if there were any handguns or other weapons in the vehicle. the passenger stated he had one shotgun and few boxes of ammo in the vehicle; his wife the driver handed over the Firearms Declaration, which stated they had a 12 gauge shotgun.</p> <p>In a clear and concise voice, BSO instructed to park the van along the fence area and to take the E-67 declaration, their U.S. passports and Firearms Declaration to the traffic office. BSO Instructed both persons to leave the shotgun in the vehicle, and to lock up their van before heading to the traffic office.</p>			

#### **Adherence to the Policy / Conformité aux politiques**

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer and this Committee, the choice of response options utilized by the officers involved in this incident was reasonable and in-line with the CBSA Use of Force policy.

However, BSO acted outside of normal training standards, by indexing and partially drawing his duty firearm. Training is not delivered nor sanctioned in respect to BSOs defeating their holsters safety features without the pistol being fully removed from the holster.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

The Committee recommends that BSO meet with a Use of Force/Firearms Instructor to discuss the elements of a proper risk assessment and at what point the decision to draw ones duty pistol can be made. They can together review the protocols of a proper draw and discuss the drawbacks of defeating the holster safeties and not drawing, as well as the



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/07/30	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Huntingdon - Traffic, CBSA ABBOTSFORD HUNTINGDON			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Gagnon, Chad, Badge Number / N° d'insigne: 10506			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/08/16		2013/08/16	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre A/Manager Training & Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On July 30th, 2013 Border Services Officers were tasked with the removal of subject for an exclusion order. Officer were at the outside of the cell door, the subject was in the cell on the ground wrapped in a blanket. At the onset of the removal the subject was yelling profanities at the Officers stating that she would not return to the United States. Officer gave numerous verbal commands for the subject to stand up and step away from the cell door, which the subject did not comply. The Subjects behavior was noted as being very erratic including displaying signs of anger, sobbing as well as being verbally defiant included taunting the Officers.			

**Adherence to the Policy / Conformité aux politiques**

The officers adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No training recommendations

**Signature & Date**

*Dan DESAI*

2013/08/16

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/11/24	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Huntingdon - Traffic, POE ABBOTSFORD/HUNTINGDON			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Tether, Michael, Badge Number / N° d'insigne: 11178			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/03/14		2014/03/14	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	Senior Advisor, Use of Force Policy Unit
Name Nom	Dave Harris	Title Titre	Manager, Use of Force Policy Unit
Name Nom	Carolyn Pawluk	Title Titre	Senior Advisor, Use of Force Policy Unit
Name Nom	Moe Mohtadi	Title Titre	UoF/Firearms Instructor, Arming Division
Name Nom	Zrinka Barisic	Title Titre	Senior Advisor, E&I Programs Directorate
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On November 24th, 2013 at approximately 12:14hrs, America, was arrested for smuggling a firearm into Canada.		a citizen of the United States of	

#### **Adherence to the Policy / Conformité aux politiques**

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer, the Committee finds that the drawing of the officer's duty firearm was not in-line with the CBSA Use of Force Policy and the Arming Training Program.

The officer did not adequately justify in their report the drawing of his duty firearm nor provide sufficient supporting information of the urgency of the threat to require his duty firearm to be drawn

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

- All officers should review the Arrest and Detention Policy and Procedures as per CBSA Enforcement Manual – Part 6 in order to familiarize themselves with when to provide the arrest statement and the Vienna Convention Rights statement.
- All officers should review Lesson 8: Review of the Incident Management Intervention Model, in order to familiarize themselves with the risk assessment process and legal articulation.
- All officers should review the Guidelines for Completing the BSF586 Use of Force Incident Report Narrative.

**Signature & Date**

*Nigel SUAREZ*

2014/03/14

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/02/04	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Huntingdon - Traffic, CBSA Abbotsford-Huntingdon Office			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Scott KENNEDY, Badge Number / N° d'insigne: 11000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/04/21		2015/04/21	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On February 4, 2015 at approximately 9:25 a.m., arrived at the Abbotsford-Huntingdon Port of Entry. is a US citizen and had been refused entry the day before for not having proper documentation to enter Canada.			
During the interview, officers noticed inconsistencies in answers, leading them to believe he was misrepresenting himself. was initially cooperating with the officers, but during the interview he became increasingly agitated, raised his voice, and challenged the officers' authority to continue the examination. Several times during the process, was spoken to about his conduct and the need to listen to the officers.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

The report writing guidelines in IMRS and on Atlas have not been updated to reflect the roll out of the new IMIM and methods of articulation. It gives examples of sterile reports that still reference model speak and the tool "AIM". Our current method of articulation is exactly opposite of these examples. IMRS and Atlas should be updated to help officers write appropriate use of force reports.

**Signature & Date**

*Dan DESAI*

2015/04/21

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/12/23	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Huntingdon - Traffic, Abbotsford Regional Hospital			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom :		Badge Number / N° d'insigne:	
Name / Nom :		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/04/22		2016/04/27	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager : Use of Force Policy Unit, Arming Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor/ Senior Program Officer- Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer : Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'Incident complet</b>			
On December 23rd, 2015 at the Port of Huntingdon, Superintendent was provided a shift briefing that 3 US citizens had the night prior arrived at the port seeking entry to Canada en route to Alaska. During examination of the vehicle they had discovered hashish which subsequently led to a S.98 search of the driver and crystal methamphetamine being discovered. The female travelling companion admitted to having narcotics internally concealed and the S.98 search was resultant for two packages of heroin. The other male occupant, claiming to be was also detained for a S.98 search and provided rights and caution, including Vienna rights. Just prior to the search being completed went into medical distress with severe chest pains and breathing issues.			

**Adherence to the Policy / Conformité aux politiques**

The soft empty hand techniques used by Superintendent \_\_\_\_\_ and BSO \_\_\_\_\_ to address the assaultive actions of the subject are considered appropriate, proportional and in-line with CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations resulting from this encounter.

**Signature & Date**

*David HARRIS*

2016/04/27

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/02/19	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Huntingdon - Traffic, Abbotsford-Huntingdon Traffic Office			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/05/16		2017/05/29	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager : Defensive Tactics Policy Unit, Defensive Tactics Program Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor/ Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On February 19th 2016 at approximately 0116hrs, BSO                      called                      Indian national and Permanent Resident of Canada, to the traffic front counter after retrieving his commercial paperwork from the commercial tray.                      was a commercial truck driver and presented his Permanent Resident card as identification and was driving for                      BSO                      determined through questioning that he lived in Abbotsford, BC, had been away about five days and had a load of dry cement. BSO                      then asked him all other mandatory questions and he responded negative to all.			
During the questioning BSO                      noticed the following			

#### **Adherence to the Policy / Conformité aux politiques**

The risk assessment articulated in the reports provided by BSOs correctly assessed the subject as actively resistant. The soft physical control techniques used by the BSOs is considered necessary, proportional and supported by CBSA Use of Force policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations resulting from this incident

**Signature & Date**

*David HARRIS*

2017/05/29

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/05/05	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Huntingdon - Traffic, Abbotsford-Huntingdon POE (secondary area)			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/11/17		2016/11/17	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	A /Manager : Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer : Use of Force Policy Unit, Arming Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On May 5th 2016 BSO was working as a Uniformed Superintendent at the Port of Abbotsford-Huntingdon. At approximately 06:40hrs BSO approached to inform her of the A44 report that was just written against her. By the time BSO rendered the decision, her children and her boyfriend had been at the port for roughly eight hours. Just prior to making this decision, the subject's boyfriend was detained for examination and taken into custody by Abbotsford Police Department.			

#### **Technical Soundness / Validité technique**

The soft physical techniques used by BSO to address the resistant behavior of the subject is considered appropriate and supported by CBSA Use of Force training.

<b>Adherence to the Policy / Conformité aux politiques</b>	
After assessing the subject's active resistant behavior and then applying soft physical control techniques, BSO use of force is considered necessary, proportional and in-line with CBSA Use of Force Policy.	
<b>Overall Comments and Recommendations / Commentaires globaux et recommandations</b>	
BSO is reminded that a search of a person subsequent to being arrested should be completed for officer, subject and public safety. For further information it is recommended that a review of CDT sessions 1 and 2 that cover standing and prone searches be completed.	
<b>Signature &amp; Date</b>	
<i>Nigel SUAREZ</i> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <b>Signature</b>	2016/11/17 <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <b>Date</b>

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/06/22	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Huntingdon - Traffic, Abbotsford-Huntingdon traffic secondary			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2017/05/16		2017/05/29	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
David Harris		Manager : Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Nigel Suarez		Senior Program Advisor: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Trevor Berg		UOF/Firearms Instructor/ Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
Name Nom		Title Titre	
Kerry Tierney		Senior Program Officer: Defensive Tactics Policy Unit, Defensive Tactics Program Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On June 22, 2016 at the Port of Abbotsford-Huntingdon BSO was in the nexus booth getting an update from BSO regarding a computer issue when he received a radio call from BSO requesting immediate assistance.			
When BSO approached BSO he was dealing with a case of human smuggling.			

#### **Adherence to the Policy / Conformité aux politiques**

The decisions of A/Supt | BSO and BSO to draw their duty firearms to the low ready as a tactical consideration during the high risk vehicle extraction and arrest of a concealed vehicle occupant was adequately justified, and considered reasonable and therefore within CBSA training and policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations resulting from this incident.

**Signature & Date**

*David HARRIS*

2017/05/29

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/04/25	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Aldergrove, POE Aldergrove			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Jami MOORE, Badge Number / N° d'insigne: 16948			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/07/07		2015/07/07	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Nigel SUAREZ		Title / Titre: (Acting) Manager : Use of Force Policy Unit, Arming Division	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On April 25th 2015 at approximately 22:20hrs, BSO's encountered a vehicle in the northbound driving erratically and then attempting a u-turn. BSO asked the lone driver to exit the vehicle. BSO formed grounds that the driver had consumed alcoholic beverages and read the driver the ASD demand. After being provided several chances to comply, BSO arrested the driver for refusing to provide a breath sample.			

**Adherence to the Policy / Conformité aux politiques**

The soft empty hand techniques employed by BSO AND BSO were in-line with  
 Canada Border Services Policy and Directives.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No training or other action is required as a result of this incident.

**Signature & Date**

*Nigel SUAREZ*

2015/07/07

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/04/03	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Kingsgate - Traffic, Kingsgate CBSA Office - Arming Room			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/05/29		2014/07/16	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David HARRIS	Title Titre	Manager, Arming Use of Force Policy Unit
Name Nom	Caroline Joly	Title Titre	Manager, UoF Instr, Recruitment, & Dev Unit
Name Nom	Kerry Tierney	Title Titre	Program Adv, UoF & Enforcement Prog.
Name Nom	Trevor Berg	Title Titre	UoF Instructor, UoF Policy Unit
Name Nom	Carolyn Pawluk	Title Titre	Program Adv, UoF Policy Unit
Name Nom	Tracy Burt	Title Titre	Manager, Investigations/Enf&Intel Program
Name Nom	Zrinka Barisic	Title Titre	Program Adv, Investigations/Enf&Intel Program
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
<p>On April 3, 2014 at approximately 22:00hrs in the arming room at the port of Kingsgate in the Pacific Region BSO entered at the end of shift to unload defensive equipment. BSO was alone in the room. BSO activated the light switch and while facing ballistics panel drew duty firearm. BSO "punched out", bringing duty firearm to a point at the ballistic panel parallel to the ground. BSO then attempted to drop the magazine by depressing the magazine release button with right thumb.</p> <p>Instead of the magazine dropping free the firearm discharged unintentionally into the ballistic panel.</p>			

### Adherence to the Policy / Conformité aux politiques

The Committee finds that:

Based on the Officer's narrative in conjunction with the review made by a Use of Force Trainer and this Committee, the discharge of BSO \_\_\_\_\_ duty firearm during unloading was not in-line with CBSA Arming Policy or the CBSA Arming Training Program.

### Overall Comments and Recommendations / Commentaires globaux et recommandations

While this incident does contravene CBSA Arming policy and Training standards, the committee finds that there was no evidence of recklessness, misconduct or negligence (other than the discharge itself) and therefore the matter should be handled administratively and addressed by way of training (as per Paragraph 3.1 of the CBSA Standard Operating Procedures on Use of Force and Reporting).

BSO \_\_\_\_\_ s required to undergo a firearm dry handling session with a Firearms instructor to run through and practice proper and safe unloading techniques with specific attention to keeping an appropriate grip when actuating the magazine release button.

### Signature & Date

*David HARRIS*

2014/07/16

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/07/31	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Kingsgate - Traffic, Kingsgate			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Charbonneau, Michael, Badge Number / N° d'insigne: 10501			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/01/06		2015/01/06	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College, Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
I read the reports of officers and and learned the following. That on Thursday, July 31, 2014, were working as uniformed Border Services Officers at the port of Kingsgate in British Columbia.			
At approximately 00:08 hrs, the USCBP escorted a Canadian citizen known to us as to the port. The USCBP had previously refused entry into the USA. stated that the USCBP officers told her that stated she "hates Canada" and did not wish to return.			

#### **Adherence to the Policy / Conformité aux politiques**

Although the level of force utilized was reasonable and necessary, the officers involved did not adhere to applicable CBSA policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

It is my recommendation that Officer's \_\_\_\_\_ and Superintendent \_\_\_\_\_ review the policy pertaining to arrest and detention outlined in Part 6, Chapter 1 of the CBSA Enforcement Manual. I would like to draw specific attention to the following paragraphs.

20. Superintendents will review decisions concerning the detention or arrest of a person and discontinue the detention or arrest where it is evident that charges will not be laid or the person's presence at the CBSA office is no longer required.

22. Persons are deemed to be detained under the Charter of Rights and Freedoms and are entitled to all the provisions of section 10 of the Charter when they are not free to leave the confines of the CBSA area once all routine CBSA processing has been completed.

33. When a person is not free to leave the custody of an officer or the confines of a customs office because they are the subject of enquiries, the person is considered detained and their rights under the Canadian Charter of Rights and Freedoms must be respected.

**Signature & Date**

*Dan DESAI*

2015/01/06

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/05/02	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Osoyoos - Traffic, 202 - 97th St, Osoyoos BC			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Scott KENNEDY, Badge Number / N° d'insigne: 11000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/08/22		2013/09/18	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	(Acting) Manager, Use of Force Policy Unit
Name Nom	Carolyn Pawluk	Title Titre	Senior Advisor, Use of Force Policy Unit
Name Nom	Vickie McCambley	Title Titre	Senior Learning Specialist, UoF & Enf Pgms Unit
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On May 2, 2013, BSOs and were working at the Port of Osoyoos. was assigned to Primary Inspection Lane 1. At approximately 22:20, was working in the office performing administrative duties when a motion sensor in PIL 1 alerted him that a vehicle was waiting. He attended the PIL booth within 10-20 seconds of hearing the alert. As he entered the booth, he did not see a vehicle waiting. He stepped out of the booth and could see a teal coloured convertible driving eastbound into Canada approximately 40 metres away. activated the port emergency siren and ran towards the vehicle yelling "stop the car" twice. approached the vehicle along the passenger side.			

#### **Adherence to the Policy / Conformité aux politiques**

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer and this Committee, the choice of response options utilized by the officers involved in this incident was reasonable and in-line with the CBSA Use of Force policy and the Arming Training Program.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

The Committee has the following recommendations in regards to report writing:

**Signature & Date**

*Nigel SUAREZ*

2013/09/18

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/08/31	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Osoyoos - Traffic, Port of Entry, Osoyoos, BC			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Bruece MACHACYNISKI, Badge Number / N° d'insigne: 16202			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/10/10		2013/12/16	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	Senior Program Advisor, Arming Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit
Name Nom	Kerry Tierney	Title Titre	Senior Program Advisor, UoF Development & Design
Name Nom	Caroline Joly	Title Titre	Manager, UoF Instructor Recruitment & Development
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
The following Border Service Officers are mentioned in this report: . The following Superintendents are mentioned in this report:			
A lone male non-resident (now known as declares a rifle and shotgun to at PIL.			
is referred to the secondary area for firearms verification.			
briefly speaks with before exiting the office to verify the serial numbers of the declared firearms.			
suspects he may be carrying a concealed handgun.			
requests conduct a pocket and wallet examination for officer safety.			

frisks  
beneath his jacket.  
for the handgun.

and recovers a loaded  
continues to search

handgun from a holster on his right hip that was concealed  
and discovers two additional six round plastic strip clips of ammunition

#### **Adherence to the Policy / Conformité aux politiques**

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer and this Committee, the choice of the response option of drawing their duty firearm to the low ready in this incident was reasonable and in-line with the CBSA Use of Force policy and the Arming Training Program.

Based upon a comprehensive review of this incident, it is the committee's finding that the actions taken by in performing a pocket search for officer safety when there was suspicion of DGBH was not in-line with the CBSA Arming Division training program.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

The committee offers the following recommendations:

- Given that actions surrounding the search and arrest of the client deviated substantially from approved CBSA training, policies and procedures, it is recommended that both officers review the CBSA Enforcement Manual (Part 6 "Searches And Enforcement Actions – Persons" Chapter 1 "Arrest and Detention Policy and Procedures") and familiarize themselves with Enforcement Bulletin 09-04 "Frisk Searches for Officer safety versus the detection of goods or evidence relating to identity" (Issue Date November 2009).
- All officers involved participate in a post-incident debrief with a Use of Force/Firearms Instructor to discuss their risk assessment and choice of tactics employed when they suspect an offence involving a weapon is being committed by a suspect who may be a threat to the officers.

•All Officers should review legal requirements of the notification of arrest, more specifically that a notification of arrest should be made as soon as an officer makes this decision, and before applying handcuffs and/or going 'hands-on' unless exigent circumstances exist that would deem this requirement to be unsafe at that time. Notification of arrest for the switchblade knife, a prohibited weapon, should have been given immediately upon its discovery. According to \_\_\_\_\_ the arrest did not occur until 23:09, when the switchblade was discovered at approximately 21:40. This is several hours later. Individuals must be informed of their legal rights (Arrest, Rights, Caution or Vienna rights) immediately upon the discovery that an offense has been made and it is safe to do so.

•All CBSA officers whom witnessed the event and not necessarily involved in the Use of Force are to complete a narrative as to what they saw transpire as per paragraph 3.0.3 of the CBSA Standard Operating Procedures on Use of Force and Reporting.

**Signature & Date**

*Nigel SUAREZ*

2013/12/16

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/02/16	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Osoyoos - Traffic, POE Osoyoos Armoury			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/05/29		2014/07/31	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager; Use of Force Policy Unit, Arming
Name Nom	Caroline Joly	Title Titre	Manager; Use of Force instructor recruitment/ Dev.
Name Nom	Kerry Tierney	Title Titre	Program Advisor; Use of Force & Enforcement Programs Unit
Name Nom	Zrinka Barisic	Title Titre	Program Advisor; Investigations Program, Enforcement and Intelligence Program Management Directorate
Name Nom	Tracy Burt	Title Titre	Manager, Investigations Program; Enforcement and Intelligence Program Mgmt Dir.
Name Nom	Trevor Berg	Title Titre	UoF/Firearms Instructor; Use of Force Policy Unit, Arming Div
Name Nom	Carolyn Pawluk	Title Titre	Program Advisor; Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On February 16, 2014 at approximately 18:10hrs in the arming room at the port of Osoyoos in the Pacific Region BSO entered at the end of shift to unload defensive equipment. When BSO entered, BSO was already in the room and was in the process of locking up duty pistol in a cable lock and BSO was in the doorway waiting for his turn to unload.			
BSO opens here Dasco storage locker then turns towards the ballistic panel and begins to unholster duty firearm			

#### **Adherence to the Policy / Conformité aux politiques**

The Committee finds that:

Based on the Officer's narrative, the video footage of the incident and in conjunction with the review made by a Use of Force Trainer and this Committee, the discharge of BSO duty firearm during unloading was not in line with CBSA Arming Policy or the CBSA Arming Training Program.

While this incident does contravene CBSA Arming policy and Training standards, the committee finds that there was no evidence of recklessness, misconduct or negligence (other than the discharge itself) and therefore as per Paragraph 3.1 of the CBSA Standard Operating Procedures on Use of Force and Reporting the matter should be handled administratively and addressed by way of training.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

BSO is to be reminded that moments of firearm handling should be treated with seriousness and focus, one should avoid multi-tasking, avoid superfluous conversations inside the arming room; specifically when firearm handling is underway.

BSO should undergo a firearm dry handling session with a Firearms instructor to run through safe and proper unloading techniques.

**Signature & Date**

*David HARRIS*

2014/07/31

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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frontaliers du Canada

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/05/25	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Osoyoos - Traffic, OSOYOOS SECONDARY			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Jami MOORE, Badge Number / N° d'insigne: 16948			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/07/24		2015/07/24	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	(Acting) Manager, Use of Force Policy Unit, Arming Division
Name Nom	Zrinka Barisic	Title Titre	Senior Program Advisor, Investigations, Enforcement and Intelligence Programs Directorate
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer, Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
<p>On May 25, 2015 at the Osoyoos Port of Entry, two US citizen travellers attempted to enter Canada driving a truck and towing a recreational trailer. One rifle was declared at Primary. The travellers also had three large dogs (all of which were identified by the travellers as "vicious" and having to wear muzzles) that were put into the ports kennel located in the secondary garage. During the secondary examination a revolver was discovered in a suitcase on the bunk along with several boxes of ammunition of various calibres.</p> <p>The two travellers were arrested and given all Charter and Vienna rights. During the subsequent search using a detector dog, drug residue, paraphernalia, and additional ammunition was found. While in the office with the travellers, BSO's notice a strong smell of marijuana emitting from BSO's discover 15.5 grams of marijuana hidden in her pants. was arrested cautioned and given her rights and was informed of her rights under the Vienna Convention.</p>			

The [redacted] had mentioned earlier that the dogs they owned were "vicious" and normally wore muzzles. BSO [redacted] was not comfortable approaching the highly agitated and aggressive dogs so he permitted [redacted] to tend to them under her supervision.

BSO [redacted] escorted [redacted] to have the dogs leashed one by one so that they could use the grass to urinate and be provided with water as it was approximately 25 degrees outside and they had been in the kennel for approximately 3.5 hours.

BSO [redacted] articulates that all three dogs appeared to be aggressive and were very large in size (75 pounds to 150 pounds for the largest one). [redacted] was at that time still under arrest, so it was necessary for her to be accompanied.

As [redacted] opened the kennel to tend to the dogs, she failed to maintain control of the kennel door, allowing one to escape her control. The white and dark coloured mixed breed (clearly resembles a Pit Bull terrier breed of approximately 75 pounds), bolted out and immediately locked its sights on to BSO [redacted] and charged towards her at full speed. [redacted] was not able to restrain or control the dog nor did she make any attempt to call the dog back.

BSO [redacted] was able to get her hand out and step off to the side creating time and distance thus preventing the dog from making contact with her. After missing on its first pass, the dog continued on approximately 20 feet before he turned around, then charged back towards BSO [redacted] for a second attempt.

As there was no cover or concealment available, BSO [redacted] I had no other option at that time other than to stand her ground and engage the dog. BSO [redacted] was able to draw her duty firearm quickly and as the dog came within feet of her, she discharged one round at the dog. This stopped the threat as the dog immediately ran off and did not attack again.

[redacted] made no attempt to call the dog off or stop the attack from happening.

The single round wounded the dog in the paw and it ran off northbound into the Commercial parking area directly to the owners' truck and trailer. [redacted] proceeded to scream at BSO [redacted] "You shot my fucking dog!" and then took off after the dog.

**Adherence to the Policy / Conformité aux politiques**

The committee finds that BSO discharge of her duty firearm at the attacking dog was proportional, appropriate and

in-line with CBSA training and Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations as a result of this encounter.

In light of the outcome of this incident, it is recommended that the port explore safe solutions for dealing with pets belonging to persons arrested or detained.

**Signature & Date**

*Nigel SUAREZ*

2015/07/24

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/01/23	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Osoyoos - Traffic, Highway 3 near Bridesville, BC			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/05/10		2016/05/18	

## Management Review Completed by / Révision par la gestion complétée par

Name Nom	David Harris	Title Titre	Manager : Use of Force Policy Unit, Arming Division
Name Nom	Greg Fiddy	Title Titre	Manager - Enforcement and Intelligence Programs Directorate
Name Nom	J.P Theriault (Observer)	Title Titre	Senior Investigator, Security and Professional Standards Division
Name Nom	Zrinka Barisic	Title Titre	Senior Program Advisor - Enforcement and Intelligence Programs Directorate
Name Nom	Julie Boileau-Bradette	Title Titre	Team Leader, OITP and Use of Force Unit, Learning Design Solutions Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Senior Program Officer/ Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Advisor: Use of Force Policy Unit, Arming Division
Name Nom	Nigel Suarez	Title Titre	Senior Program Advisor: Use of Force Policy Unit, Arming Division
Name Nom	Lynne Lamarche	Title Titre	Manager, Operational Performance and Modernization, Operations Branch, Border Operations Directorat
Name Nom	Patrick Murphy	Title Titre	Counsel, CBSA Legal Services
Name Nom	Maureen Haley	Title Titre	Senior Program Advisor - Compliance Programs Unit, Border Programs Directorate

## Synopsis of the Complete Incident / Synopsis de l'incident complet

On January 23rd, 2016 At approximately 18:15hrs while driving to POE Osoyoos from POE Midway, BSO noticed what appeared to be a mule deer doe on the north shoulder of Highway 3, approx. 2km east of the public rest stop and 20km west of Bridesville, BC.

The deer was squatting approx. 1 metre from the right hand lane of the highway on the shoulder area and was attempting to stand up but could not. It appeared that one of her rear legs was injured. There were no other vehicles in the vicinity, and there was no evidence of a collision.

**Adherence to the Policy / Conformité aux politiques**

The discharge of BSO \_\_\_\_\_ firearm to euthanize the suffering deer was appropriate and supported by CBSA Use of Force Policy:

CBSA Standard Operating Procedures on Use of Force and Reporting, Part 2: Use of Force,

2.3.2 An officer may discharge a duty firearm to destroy an animal that has been critically injured or that represents a clear and present danger to the officer, another person or an Agency detector dog.)

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations stemming from this encounter.

**Signature & Date**

*David HARRIS*

2016/05/18

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/07/25	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Osoyoos - Traffic, Crowsnest Hwy (Hwy 3), between "Myers Creek Rd W and Kettle Valley Rd S"			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne: 15927	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/11/17		2016/11/17	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	A/Manager : Use of Force Policy Unit, Arming Division
Name Nom	Caroline Joly	Title Titre	A/Manager: Use of Force Instructor Recruitment and Development Unit, Arming Division
Name Nom	Zrinka Barisic	Title Titre	Senior Policy Advisor- Enforcement and Intelligence Programs Directorate
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On July 25th 2016 at approximately 17:18hrs on his return from POE Midway on the Crowsnest HWY (HWY 3), located between Kettle Valley Road S and Myers Creek Road W, BSO encountered a wounded deer laying on the highway in the middle of the eastbound lane.			

**Adherence to the Policy / Conformité aux politiques**

The action by BSO \_\_\_\_\_ to use his duty firearm to dispatch an injured animal that posed a potential threat to public safety is permitted under CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations stemming from this incident.

**Signature & Date**

*Nigel SUAREZ*

2016/11/17

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/03/01	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, British Columbia Holding Centre-VIA			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Carla BOWDEN, Badge Number / N° d'insigne: 11166			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/06/04		2013/06/04	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: A/Manager Training & Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Officers at Vancouver International Airport, on 01Mar2013, received a call from British Columbia Holding Centre staff member I about transporting one was being transported to North Fraser, and in-land enforcement suggested to his staff to have a BSO on-site during the transport to the CBSA van as he was "being difficult." Officer attended BCHC, and logged into their ledger at approximately 1440. was sitting in a grey chair in the middle of the room and was covering himself with a blanket. He was making statements that he did not want to go anywhere except back to Israel, and based on the comments that were made, believed that he may possibly be mentally unstable and made a radio call to Supt. to have him attend BCHC as well.			

**Adherence to the Policy / Conformité aux politiques**

The officers adhered to applicable CBSA policy(s).

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

N/A

Signature & Date	
<i>Dan DESAI</i>	2013/06/04
_____ <b>Signature</b>	_____ <b>Date</b>

Arming Division / Division de l'armement (05/15) v.1.4.1



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## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/12/21	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Level 3 USCBP employee checkpoint corridor			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Chris MILLER, Badge Number / N° d'insigne: 15962			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/03/13		2014/03/13	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: A/Manager CBSA College-Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On December 21, 2013 Border Services Officer _____ and Border Services Officer _____ were escorting _____ an adult male subject, from the US pre-clearance area to the CBSA examination area, after he had been refused entry to the United States. During the escort the officers noticed that _____ appeared to be dazed and incoherent. _____ stated he needed an ambulance. Officers gave him a chair to sit down as he was having trouble standing on his own. While waiting for medical attention, _____ suddenly jumped up, threw his hat and glasses on the floor, started pacing back and forth, and began yelling very loudly. The officers warned him that if he did not calm down that he would be arrested. _____ behavior became more aggressive and he threw a chair against a wall.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

**Signature & Date**

*Dan DESAI*

**Signature**

2014/03/13

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/01/24	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, Vancouver International Airport			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Paul BRADY, Badge Number / N° d'insigne: 11174			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/03/03		2014/03/03	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
As all involved have given similar synopsis accounts of this incident, I will restrict my comments on the synopsis specifically to the Use of Force / Subject Control which occurred during the MD Review conducted for while in the CBSA interview room of the Vancouver International Airport. During the interview took back control of her purse and would not release it nor remove her hands from the purse. All CBSA staff present articulated this action presented a safety threat in that could be accessing a weapon. She was given multiple verbal commands to remove her hands. She did not comply. A/Supt. warned the subject that if she did not comply she would be placed in handcuffs.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policies.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Signature & Date	
<i>Dan DESAI</i>	2014/03/03
_____ <b>Signature</b>	_____ <b>Date</b>

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/12/03	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway Traffic POE			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Kelly, Julie, Badge Number / N° d'insigne: 11223			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/01/05		2015/01/05	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager, CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On 3rd December 2014 Officers were working as fully uniformed Officers at the port of entry Pacific Highway located at #28-176th Street, Surrey, B.C. At approximately 1525hrs the following subject was escorted by 3 USCBP officers on foot. Subject:  had been refused entry to the United States, the information was that she was a failed Canadian refugee claimant and had made a previous suicide attempt.			

The Officer involved adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Nil

**Signature & Date**

*Dan DESAI*

2015/01/05

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/11/07	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Region Enforcement Centre,			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		, Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Briar NUNNAMAKER, Badge Number / N° d'insigne: 13842			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/12/03		2014/12/03	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On Friday November 7, 2014, CBSA Inland Enforcement officers attended the _____ in Vancouver to effect the execution of an Immigration warrant.			
The subject of the warrant was identified and placed under arrest. At this point in time, both officers placed their hands on the subject in order to bring him outside of the nightclub to safely place the subject into handcuffs. As they exited the nightclub, the subject attempted to pull away from the officers grasp. The officers had to use physical control techniques in order to effect the arrest.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

**Signature & Date**

*Dan DESAI*

**Signature**

2014/12/03

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/11/18	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Region Enforcement Centre,		Richmond	
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Scott KENNEDY, Badge Number / N° d'insigne: 11000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/01/21		2015/01/21	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On November 18, 2014, Inland Enforcement Officers and LO were conducting surveillance at the in Richmond, BC. This surveillance was a result of information from IEOs that multiple individuals with possible IRPA violations were observed the previous day in the area.			

**Adherence to the Policy / Conformité aux politiques**

The officers' actions were not in accordance with CBSA standard operating procedures or the training standards as approved by the Director General, Training and Development Directorate.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

The following recommendations were identified during the review of this use-of-force report:

**Signature & Date**

*Dan DESAI*

2015/01/21

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

PROTECTED  
PROTÉGÉ

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when completed  
une fois rempli

## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/08/20	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver International Airport - Traffic, VIA Traffic - Secondary - Cell #4			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Blattmann, Brian, Badge Number / N° d'insigne: 10442			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/11/03		2014/11/03	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On August 20, 2014, a subject, identified as _____ who was later found to be _____ had been arrested at the Vancouver International Airport Customs secondary area. BSO _____ who was assisting BSO _____ during a secondary examination located a can of Pepper spray in _____ luggage; the spray had not been included on the declaration card. _____ was arrested by BSO _____ and then handcuffed by BSO _____			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

After reviewing the reports submitted there are a few recommendation I have for the Officers involved in this incident:

**Signature & Date**

*Dan DESAI*

2014/11/03

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/09/21	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, DOUGLAS PORT OF ENTRY, SURREY, BC			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Briar NUNNAMAKER, Badge Number / N° d'insigne: 13842			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/10/21		2014/10/21	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On September 21, 2014 at the Douglas port of entry, a vehicle was noted to have stopped in the pre-PIL line. The female occupant exited the vehicle and spoke with Officer _____ and explained that her boyfriend, a Chinese citizen did not have a Canadian visa. The male occupant then exited the vehicle and approached the Officers and demanded his return to the United States. When the Officers told the subject, _____ that he would have to drive through the booth in order to be turned around, he became irate. _____ refused to drive forward.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No training recommendations are required.

The use of physical control (soft) techniques to manage an active-resistant subject is a sound tactical decision.

**Signature & Date**

*Dan DESAI*

2014/10/21

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/07/05	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, DOUGLAS POE-SECONDARY			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/10/20		2014/11/10	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel Suarez	Title Titre	A/ Manager: Use of Force Policy Unit, Arming Division
Name Nom	Caroline Joly	Title Titre	A/Manager: Use of Force Instructor Recruitment and Development Unit, Arming Division
Name Nom	Maureen Haley	Title Titre	Senior Program Advisor - Compliance Programs Unit, Border Programs Directorate
Name Nom	Zrinka Barisic	Title Titre	A/Senior Program Advisor; Investigations, Enforcement and Intelligence Programs Directorate
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On July 05, at the Port of Douglas in Surrey BC, BSO referred two travellers; and his girlfriend to Secondary for an examination under the Immigration and Refugee Protection Act. travelling in a vehicle registered to had declared an intended stay of between 24-48 hours for a holiday visit. They were father. Neither had visited Canada before.			
BSO also began the secondary examination,			

It was decided that \_\_\_\_\_ would be detained for an admissibility hearing under paragraph 36(1) (c) for committing a serious offence outside Canada. Supt \_\_\_\_\_ along with BSOs \_\_\_\_\_, as the office had numerous other travellers in it at the time and there were concerns he may have a firearm on him since he wasn't frisked earlier and he was wearing loose fitting shorts and a shirt.

#### **Adherence to the Policy / Conformité aux politiques**

The Committee finds that the drawing of the duty firearm to the low ready by the three officers was proportional, appropriate and in-line with CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

The officers involved in this incident should review their Immigration and Refugee Protection Act obligations in the area Charter Rights and Vienna Convention Rights.

**Signature & Date**

*David HARRIS*

2014/11/10

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/01/06	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pac Hwy POE commercial export lot			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/03/31		2016/04/05	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Chair/Manager : Use of Force Policy Unit, Arming Division
Name Nom	Maureen Haley	Title Titre	Senior Program Advisor - Compliance Programs Unit, Border Programs Directorate
Name Nom	Zrinka Barisic	Title Titre	Manager- Enforcement and Intelligence Programs Directorate
Name Nom	Nigel Suarez	Title Titre	Senior Program advisor: Use of Force Policy Unit, Arming Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Use of Force Policy Unit, Arming Division
Name Nom	Steve Mackenzie	Title Titre	Senior Program advisor: Use of Force Policy Unit, Arming Division

## Synopsis of the Complete Incident / Synopsis de l'incident complet

At approximately 20:30hrs on Wednesday January 6th, 2016 a SUV was observed driving erratically in the Customs Export lot across from the Pacific Hwy Port of Entry. This Export Lot is restricted access and only vehicles intending to enter the United States are authorized entry to this area. This area is controlled by CBSA and the only exit is southbound through United States Customs and Border Protection (USCBP) checkpoint.

BSO were returning to Pacific Highway Traffic Operations (PAC-HWY) from Vancouver Airport after conducting a Detainee transport. Once in the office they heard the radio call about the vehicle and got back to into the port vehicle and drove to the export lot. A number of BSO's located near the CBSA office witnessed that the driver of the vehicle appeared to be desperate to make his way out of this controlled area, while trying to avoid law enforcement checkpoints. The vehicle had sped towards USCBP primary inspection then slammed on the brakes, then sped over to USCBP commercial primary and slammed on the brakes and pulled a U-turn. This vehicle had crossed the US marker and was now considered to be seeking entry from the US. The vehicle was then observed entering the commercial truck staging area weaving in and around the trucks that were parked there.

#### **Adherence to the Policy / Conformité aux politiques**

It is clear from the officer reports that their actions in responding to a dynamic situation with public safety implications were well intended and without malice.

In summary, the committee determined;

- 1) that officers attending the export area to investigate the potential non-report of a traveler was within CBSA policy.
- 2) that policy regarding vehicle pursuit was not followed as noted in the technical soundness area above.
- 3) that the actions of BSOs of approaching the subject's vehicle on foot that was exhibiting GBHD behavior were not consistent with CBSA Use of Force policy and training .
- 4) once removed from the vehicle, the force used by the officers to control the subject's assaultive behavior while conducting the arrest was in line with CBSA Use of Force policy.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

Although the officer's risk assessment was correct, better options related to officer safety principles/tactics were available. BSO and BSO should therefore review the IMIM and its underlying principles to better understand the responses available to a threat of Grievous Bodily Harm or Death (GBHD) from a moving vehicle or potentially moving vehicle when there is no confirmed stability of the stop.

Reminder that CBSA officers are not to attempt to stop persons fleeing to or from Canada in high-risk situation as noted in section Section 8.8 of the CBSA Directive on Use of Force and Reporting:

"Officers shall not attempt to stop persons fleeing to or from Canada in high-risk situation (e.g. to establish roadblocks to stop port runners or to participate in vehicle pursuits). In these situations, ensure officer and public safety is maintained (e.g. open a lane and clear traffic from the area)."

#### Signature & Date

David HARRIS

2016/04/05

Signature

Date

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/01/31	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Secondary Inspection Counter			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
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Name / Nom:	Badge Number / N° d'insigne:	Name / Nom:	Badge Number / N° d'insigne:
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Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/10/17		2016/11/01	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom:	Nigel SUAREZ	Title / Titre:	A/ Manager : Use of Force Policy Unit, Arming Division
Name / Nom:	Kerry Tierney	Title / Titre:	Senior Program Officer : Use of Force Policy Unit, Arming Division
Name / Nom:	Trevor Berg	Title / Titre:	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
At approximately 19:10 at the Pacific Highway Port of Entry Canadian citizens and travelling companion approached the secondary inspection counter where BSO was working.			
handed BSO two valid Canadian passports and one E67 referral card. BSO identified that the referral card indicated that one of the subjects was the subject of a customs infraction in the past. identified himself as the one who has had customs infractions in the past. was asked to sit in the waiting area and to stay at the counter to answer questions about the trip and the customs infractions.			

**Adherence to the Policy / Conformité aux politiques**

The soft and hard physical control techniques use by BSOs

in order to address

the passive and then assaultive behavior of the subject is considered proportional and supported by CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations stemming from this incident.

**Signature & Date**

*Nigel SUAREZ*

2016/11/01

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/03/06	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Secondary, Pacific Highway Traffic			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/11/17		2016/11/17	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	A /Manager : Use of Force Policy Unit, Arming Division
Nigel SUAREZ			
Name Nom		Title Titre	Senior Program Officer : Use of Force Policy Unit, Arming Division
Kerry Tierney			
Name Nom		Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Trevor Berg			
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
At approximately 17:20 on Sunday March 06, 2015 a male and a female Canadian citizen were being examined in the Secondary office at the Pacific Highway Port of Entry.			
his girlfriend and their baby daughter were returning from the US and referred to the Secondary office. was immediately yelling in a loud voice and complaining that he has nothing other than a baby that had soiled her diaper. also was speaking loud and stated that she has not done anything wrong and shouldn't be in the office. BSO told that they would be searching the vehicle and would first do a pockets search and asked him to come over to the pocket search area.			

#### **Adherence to the Policy / Conformité aux politiques**

The decision by BSOs \_\_\_\_\_ and \_\_\_\_\_ to use soft physical control techniques to address the resistant behaviour and then assaultive behavior displayed by the subject is considered appropriate and supported by CBSA Use of Force Policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no training recommendations stemming from this incident.

**Signature & Date**

*Nigel SUAREZ*

2016/11/17

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/04/23	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway Traffic - Vehicle Secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: TREVOR BERG, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/05/06		2016/05/17	

## Management Review Completed by / Révision par la gestion complétée par

Name Nom	David Harris	Title Titre	Manager : Use of Force Policy Unit, Arming Division
Name Nom	Patrick Murphy	Title Titre	Counsel, CBSA Legal Services
Name Nom	Maureen Haley	Title Titre	Senior Program Advisor - Compliance Programs Unit, Border Programs Directorate
Name Nom	Greg Fiddy	Title Titre	Manager - Enforcement and Intelligence Programs Directorate
Name Nom	J.P Theriault ( Observer)	Title Titre	Senior Investigator, Security and Professional Standards Division
Name Nom	Zrinka Barisic	Title Titre	Senior Program Advisor - Enforcement and Intelligence Programs Directorate
Name Nom	Julie Boileau-Bradette	Title Titre	Team Leader, OITP & Use of Force Unit, Learning Design Solutions Division
Name Nom	Julie Plouffe Jarvis	Title Titre	Program Advisor, OITP & Use of Force Unit, Learning Design Solutions Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor/ Senior Program Officer- Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Use of Force Policy Unit, Arming Division
Name Nom	Nigel Suarez	Title Titre	Senior Program Advisor: Use of Force Policy Unit, Arming Division
Name Nom	Lynne Lamarche	Title Titre	Manager, Operational Performance and Modernization, Operations Branch, Border Operations Directorate
Name Nom	Stephanie Vance	Title Titre	Senior Program Advisor-Traveller Operations

## Synopsis of the Complete Incident / Synopsis de l'incident complet

This review was conducted using the Officers IMRS reports and CBSA port of entry CCTV video.

This incident occurred on April 23rd, 2016 at the Pacific Highway Traffic Operations. BSO was assigned to the secondary team and was roving pre-primary inspection lane.

At approximately 1830hrs, BSO witnessed the driver and passenger being referred by BSO from primary booth #305 for the collection of duty and taxes. The vehicle was also referred for a narcotics examination. BSO informed BSO that after being handed the referral slip, continued to remain in the primary inspection lane and angrily stared at her for a moment before driving into the secondary examination area. BSO also stated that during the primary interview,

**Adherence to the Policy / Conformité aux politiques**

The use of soft empty hand techniques by BSO \_\_\_\_\_ and \_\_\_\_\_ in order to address the active resistant behavior of the driver are considered reasonable and in accordance with CBSA Use of Force Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

In light of BSC \_\_\_\_\_ proximity to a high risk individual, it is recommended that he review DFC lesson 8.8 "Tactical Principles" for reminder of the seven tactical principles that can be used in a high risk situation that increase officer safety as well as DFC lesson 10.12.3 "Effective Communication" from the Learners Guide as it pertains to the goal to deescalate a person/subject's anxiety, with the intent to prevent a physical confrontation from occurring. (see the DFC Learner's Guide for these lesson).

Off-duty officers are reminded that due to lack of defensive equipment, they should only consider assisting if there is insufficient on-duty officers to safely address a situation. Additionally, any use of force that occurs while off duty may be subject to indemnification and legal assistance limitations. The CBSA Guidelines on Self Defense and Defense of Others is available for further reference.

Officers should be reminded that when arresting/detaining foreign nationals (including Permanent Residents) under the Customs Act or Criminal Code, in addition to affording them their Charter rights, they must be afforded their rights under the terms of the Vienna Convention Article 36.

**Signature & Date**

\_\_\_\_\_  
*David HARRIS*

**Signature**

\_\_\_\_\_  
2016/05/17

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/09/28	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, VIA - Airside and Special Enforcement Operations, Vancouver International Airport			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		, Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Gagnon, Chad, Badge Number / N° d'insigne: 10506			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/12/09		2013/12/09	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: A/Manager Training & Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On September 28th, 2013 Border Services Officers were about to conduct a Section 98 detention of The Subject had been arrested in the CBSA hall by RCMP Officers under Section 28 of the Mental Health Act due to his erratic behaviour, and brought to CBSA examination counter 26. BSO approached the Subject and read the Section 98 detention statement, at this time the Subject's eyes rolled back into his head and he became unresponsive.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy(s).

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No training recommendations to note.

**Signature & Date**

*Dan DESAI*

2013/12/09

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/04/14	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Roosville, POE Roosville, BC			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/05/07		2013/05/07	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: A/Manager Training & Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On April 14, 2013 BSO was working primary when a vehicle being driven by arrived at her booth. The vehicle contained one passenger, Officer suspected the driver, was impaired by beverage alcohol.			
Officer completed an ASD test. Officers were present. When advised she was under arrest and was to be held in cells, became belligerent and verbally abusive.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy(s).

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

- There are no formal training recommendations generated from this incident.

**Signature & Date**

*Dan DESAI*

2013/05/07

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/11/05	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver Canadian National Train Terminal, Vancouver Metro Marine Operations AMTRAK			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		, Badge Number / N° d'insigne:	
Name / Nom:		----- Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Gagnon, Chad, Badge Number / N° d'insigne: 10506			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/05/25		2015/05/25	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
This is a synopsis of the events that occurred on 2014-11-05 based on the reports of Officers: Officer were working as Uniformed Border Services Officers clearing an AMTRAK train at the Metro Vancouver Marine Operations. At approximately 2300 hours, an AMTRAK employee informed the two Officers that an intoxicated male would not leave the train. As the Officers left the building to investigate, they saw a male walking next to some AMTRAK employees who was later identified as The Subject was known to be violent. Officer approached the Subject, identified himself as a Border Services Officer, and advised him that he wanted to speak with him.			

**Adherence to the Policy / Conformité aux politiques**

The Officers involved adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No recommendations

**Signature & Date**

*Dan DESAI*

2015/05/25

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

PROTECTED  
PROTÉGÉ **B** when completed  
une fois rempli

## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/04/03	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Vancouver Canadian National Train Terminal, Secondary at Amtrak			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Jami MOORE, Badge Number / N° d'insigne: 16948			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/07/16		2015/07/16	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	Manager : Use of Force Policy Unit, Arming Division
Name Nom	Zrinka Barisic	Title Titre	A/Senior Program Advisor; Investigations, Enforcement and Intelligence Programs Directorate
Name Nom	Julie Boileau-Bradette	Title Titre	Team Leader, OITP and Use of Force Unit, Learning Design Solutions Division
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name Nom	Kerry Tierney	Title Titre	Senior Program Officer: Use of Force Policy Unit, Arming Division
Name Nom	Jami Moore	Title Titre	UOF/Firearms Instructor: Use of Force Policy Unit, Arming Division
Name Nom	Michelle Barrette	Title Titre	Senior Program Officer: Traveller Compliance Unit, Traveller Programs Directorate
Name Nom	Dave Harris	Title Titre	Manager : Use of Force Policy Unit, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On April 3, 2015, at or about 23:37, hours BSO was conducting an Immigration secondary examination on an American national named at the Canadian National Train Terminal in Vancouver, British Columbia. The traveller sought entry at the Pacific Highway POE earlier in the day and was issued an allowed to leave as the examining officer was not satisfied that she would leave at the end of her stay.			

#### **Adherence to the Policy / Conformité aux politiques**

The force used by BSO's \_\_\_\_\_ was considered appropriate and proportional to the behaviour displayed by \_\_\_\_\_

Agency policy states that officers have the authority to handcuff persons who are lawfully arrested or detained, after an assessment of risk. At the time \_\_\_\_\_ was informed she would be placed in handcuffs, she had not been arrested nor detained; to that end, the handcuffing without arrest or detention and the force used to handcuff \_\_\_\_\_ is not supported by CBSA policy. The committee believes that both BSO's \_\_\_\_\_ were acting in good faith throughout this incident.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

BSO's \_\_\_\_\_ should review the CBSA policy on handcuffing, which is found in CBSA Enforcement Manual – Part 6 – Searches and Enforcement Actions – Persons – Chapter 1 – Arrest and Detention Policy and Procedures, sections 54 to 60, and sections 101 to 124, as well as ENF 4 – 8.4 Right to counsel at port of entry examinations (use of restraining devices).

**Signature & Date**

*Nigel SUAREZ*

2015/07/16

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

PROTECTED  
PROTÉGÉ **B** when completed  
une fois rempli

## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/05/31	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Commercial, PIL booth 209			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		, Badge Number / N° d'insigne	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Kelly, Julie, Badge Number / N° d'insigne: 11223			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/07/04		2013/07/04	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: A/Manager Training & Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On Friday 31st May 2013 at 15:20 BSO was working the primary inspection line at the Pacific Highway Commercial port of entry. A Canadian plated commercial vehicle approached the booth carrying used conveyor belt equipment. The driver was identified as			
handed the documentation to BSO was unable to produce a letter of authority which is needed as the company name on the PARS did not match the truck information.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Signature & Date	
<i>Dan DESAI</i>	2013/07/04
_____ <b>Signature</b>	_____ <b>Date</b>

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/03/03	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway - Traffic			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
N/A			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Christopher STONE, Badge Number / N° d'insigne: 14367			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/04/24		2013/05/02	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom	Nigel SUAREZ	Title / Titre	(Acting) Chair, Management Review Committee
Name / Nom	Caroline Joly	Title / Titre	A/Manager: UoF Instr. Recruitment and Development
Name / Nom	Kerry Tierney	Title / Titre	Senior Advisor, UoF & Enforcement Programs
Name / Nom	Jason Gregan	Title / Titre	BSI, UoF Instr. Recruitment and Development
Name / Nom	Robin Wallden	Title / Titre	Senior Program Officer, UoF Policy Unit
Name / Nom	Trevor Berg	Title / Titre	Senior Program Officer, UoF Policy Unit
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Officer _____ was working at the secondary counter area at Pacific Highway Port of Entry when subjects (Driver) and _____ presented themselves for examination. Their Declaration read: •there were two occupants that declared an absence of less than 24hrs •a declaration of \$43 was made •the travellers answered "no" to the Currency/Monetary Instrument question •the travellers answered "no" to the Firearms/weapons question •the primary officer made note that the travellers were specifically asked if they had weapon parts (wp), ammunition (a), taser (t), and pepper spray (p) in their possession. The travellers indicated "no"			

#### **Adherence to the Policy / Conformité aux politiques**

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer and this Committee, the choice of response options utilized by the officers involved in this incident was not reasonable and not in-line with the CBSA Use of Force policy, the Arming training program. Paragraph 8.4 of the Directive on Directive on Use of Force and Reporting states that:

"Officers must select the use of force option that is the most reasonable intervention option based on their assessment of risk, situational factors and exhibited behaviour as encompassed in the Incident Management Intervention Model (IMIM)."

The committee finds that the risk assessments that lead the officers to suspect a potential threat of Death or Grievous Bodily Harm DGBH was faulty and the drawing on their duty firearms to the low-ready as a tactical consideration was not adequately justified as necessary.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

It is the committee's recommendation that;  
•that the officers involved in this incident be afforded an opportunity to participate in a debrief with a Use of force and Firearms

Instructor to include a review of the components of a proper ongoing risk assesment, the options/tactics that could have been used, paying particular attention to the requirement of the threat of DGBH having a sense of immediacy in order to justify drawing as a tactical consideration.

•Officers would benefit from a refresher regarding contact and cover roles.

•All Officers should review legal requirements of the notification of arrest; more specifically that a notification of arrest/detention should be made as soon as an officer makes this decision, and before ordering subjects to the ground, applying cuffs or going 'hands-on' unless exigent circumstances exist that would deem this requirement to be unsafe at that time.

**Signature & Date**

*Nigel SUAREZ*

2013/05/02

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/03/06	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway Traffic POE			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
N/A			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Christopher STONE, Badge Number / N° d'insigne: 14367			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/04/24		2013/05/02	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	(Acting) Chair, Management Review Committee
Name Nom	Caroline Joly	Title Titre	A/Manager: UoF Instr Recruitment and Development
Name Nom	Kerry Tierney	Title Titre	Senior Advisor, UoF & Enforcement Programs
Name Nom	Jason Gregan	Title Titre	BSI, UoF Instr Recruitment and Development
Name Nom	Robin Wallden	Title Titre	Senior Program Officer, UoF Policy Unit
Name Nom	Trevor Berg	Title Titre	Senior Program Officer, UoF Policy Unit
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
At approximately 0955hrs, a sedan bearing the Washington license plate drove into primary inspection lane # 2. The driver presented a United States of America passport as identification for himself. identified the driver as			

#### Adherence to the Policy / Conformité aux politiques

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer and this Committee, the choice of response options utilized by the officers involved in this incident was not reasonable and not in-line with the CBSA Use of Force policy, the Arming training program. Paragraph 8.4 of the Directive on Directive on Use of Force and Reporting states that:

"Officers must select the use of force option that is the most reasonable intervention option based on their assessment of risk, situational factors and exhibited behaviour as encompassed in the Incident Management Intervention Model (IMIM)."

The committee finds that the risk assessments that lead the officers to suspect a potential threat of Death or Grievous Bodily Harm DGBH was faulty and the drawing on their duty firearms to the low-ready as a tactical consideration was not adequately justified as necessary.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

It is the committee's recommendation that:

- That the officers involved in this incident be afforded an opportunity to participate in a debrief with a Use of force and Firearms Instructor to include a review of the components of a proper ongoing risk assesment, the options/tactics that could have been used, paying particular attention to the requirement of the threat of DGBH having a sense of immediacy in order to justify drawing as a tactical consideration The officers perception of the risk was not accurate and their articulation of threat cues suggests confusion in basic CBSA arming training concepts that needs clarification.
- Officers would benefit from a refresher regarding contact and cover roles.
- All Officers should review legal requirements of the notification of arrest; more specifically that a notification of arrest/detention should be made as soon as an officer makes this decision, and before ordering subjects to the ground, applying cuffs or going 'hands-on' unless exigent circumstances exist that would deem this requirement to be unsafe at that time.

#### Signature & Date

*Nigel SUAREZ*

2013/05/02

Signature

Date



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/05/27	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, BROKER PARKING LOT			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Bruece MACHACYSKI, Badge Number / N° d'insigne: 16202			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/07/25		2013/07/25	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Alexandre BUISSON		Title Titre A/Admin Supervisor	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On May 27, 2013 Superintendent and Border Services Officers (BSO's) were working at the Pacific Highway Port of Entry in Surrey, BC.			
At approximately 1800 hours was informed that there was a male at the counter attempting to pick up his vehicle. had approached the office from within Canada.			

**Adherence to the Policy / Conformité aux politiques**

Clear direction is required to ensure that all officers are aware of their authorities and obligations (and limitations thereof) when encountering Criminal Code offences during the course of their normal duties. Do officers have the authority to leave CBSA property to intervene when a public safety concern demands an immediate response? Are the territorial boundaries of CBSA property clearly demarcated or commonly known? How far can officers travel (line of sight, 500 feet, 1 km) to manage an incident that starts on CBSA property but ends away from it? These questions are beyond the scope of this review but must nonetheless be addressed.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

None

**Signature & Date**

*Alexandre BUISSON*

2013/07/25

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/05/21	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, CBSA Pacific Highway Traffic POE			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Briar NUNNAMAKER, Badge Number / N° d'insigne: 13842			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/06/05		2014/06/05	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom		Title Titre	
Brian D MCKENNA		A/Manager Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On May 21st, 2 occupants of a van were referred for an examination for contraband. The occupants were later known as The female occupant, was refusing to comply with the officers multiple requests to examine the vehicle. was screaming uncontrollably at the officers, refusing to allow them to perform their duties. disengaged from yelling at Officer and subsequently moved away from the officer and entered into her vehicle and attempted to slam the door shut. Officer arrested for hindering and gave her commands to exit the vehicle.			

**Adherence to the Policy / Conformité aux politiques**

The report reflects that the officers acted reasonably, and congruent with the CBSA Use of Force Policy, the Arming Division training program, and the Criminal Code of Canada.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

No training recommendations are required.

The use of physical control (soft) techniques to manage an active-resistant subject is a sound tactical decision.

**Signature & Date**

*Brian D MCKENNA*

2014/06/05

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/06/26	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway Secondary Counter			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Blattmann, Brian, Badge Number / N° d'insigne: 10442			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/07/29		2014/07/29	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: Manager, CBSA College, Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On June 26, 2014, CBSA officers at Pacific Hwy observed an individual walking Northbound towards Canada, he was west of the southbound lane. The Subject, later identified as a United States citizen was in possession of an allowed to leave form which had been issued to him the day before. BSO along with a number of officers approached and directed him toward the main 'traffic' office where he and BSO commenced the examination process. At this time demeanour appeared consistent with someone suffering from a mental illness; he was very unkempt appearing as though he had not showered in many days and his clothing was tattered and extremely dirty.			

#### **Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

I have no specific training recommendations for the officers involved in this incident. There are a few considerations I have for the officers.  
I would like to have known if both officers are armed. Currently, there are still a number of officers working at the ports who are not armed and until they are it is pertinent information for a reviewer to know.

Current CBSA training would include the use of handcuffs in order to safely examine individuals we suspect to be carrying a potential weapon such as a syringe. Further, the CBSA may not have supported BSO had he injured himself or in the process of removing his shoe with his own foot and without handcuffs on.

Lastly, the suggestions noted above should not overshadow the good work these officers demonstrated during the course of the examination and subsequent arrest of

**Signature & Date**

*Dan DESAI*

2014/07/29

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/08/27	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway Traffic operations			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		3 badge Number / N° d'insigne:	
Name / Nom:		, Badge Number / N° d'insigne: :	
Name / Nom:		WOODS, Badge Number / N° d'insigne: :	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne	
Name / Nom:		Badqe Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Gagnon, Chad, Badge Number / N° d'insigne: 10506			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/09/04		2014/09/04	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College-Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'Incident complet</b>			
On September 27th, 2014 a traveler known to be presented himself for examination at the Pacific Highway traffic operations. Officer was working the secondary area clearing the greyhound bus the subject departed from. Upon initial questioning, the subject stated that he was destined for Bellingham, WA but had missed his stop. As the subject and Officer were walking to the examination area, the subject stated that his "ears were ringing from all the chemicals". Once at the examination area the subject started speaking very loudly and was stating that the Officer was trying to steal the subject's identification.			

It was decided that a search would need to be performed in the prone position. The subject was of small stature and was still handcuffed. With both Officers on each side of the subject with control of one arm and one leg, he was lifted up and gently put on his stomach. This allowed a basic search of the subject, which was non resultant. During the search he continued to yell out and refuse commands of the Officers. After the search was completed he was placed in an upright position on the bench in the cell. He continued to yell out at the Officers, "you're killing me, take these off my hands, don't do this, your stealing my money, shoot me you have guns". The subject was deemed to be un-examinable and was issued a direct back to the United States.

#### Adherence to the Policy / Conformité aux politiques

The officers involved adhered to applicable CBSA Policy.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

For future reports please note that the Charter Rights and Cautions have been given to the subject upon detention.

#### Signature & Date

*Dan DESAI*

2014/09/04

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/10/04	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway Traffic			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Paul BRADY, Badge Number / N° d'insigne: 11174			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/10/27		2014/10/27	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
<b>Synopsis of Events</b>			
At approximately 15:36 in the secondary area of the Pacific Highway border crossing, a subject now known as _____ was referred for a selective exam. _____ car approached the secondary area and she was directed by BSO _____ where to park and then to proceed into the office and speak with an officer. _____ followed these instructions but did not acknowledge them or respond in any way.			

### Adherence to the Policy / Conformité aux politiques

The officers involved adhered to applicable CBSA policy.

### Overall Comments and Recommendations / Commentaires globaux et recommandations

As outlined above it must be fully understood that we establish control of a subject prior to handcuffing. I believe it would benefit the officer involved (or those who may also require clarity) to meet with a Use of Force Trainer and be given some learning assistance on the various methodologies of control prior to handcuff application. This would include

- 5 Areas of Concern
- Cooperative Handcuffing positioning and application
- Passive Resistant Subject Escort and Standing Controlled Handcuffing
- Active Resistant behaviours and control (with follow-up handcuffing)

### Signature & Date

*Dan DESAI*

2014/10/27

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/11/02	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway Traffic			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		, Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Scott KENNEDY, Badge Number / N° d'insigne: 11000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/11/24		2014/11/24	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
<p>On November 2, 2014, subject ) was being escorted by US Customs and Border Protection to the Pacific Highway port of entry. USCBP called ahead to advise CBSA about an altercation they had with that resulted in a USCBP officer being bitten by was being transported in handcuffs and leg shackles. CBSA also received information that was involved in two previous police incidents and may be suffering from mental health issues.</p> <p>The USCBP vehicle arrived in Secondary at approximately 20:45. Superintendent Acting Superintendent and Border Services Officer attended. When the transport van was opened, was face down in handcuffs and leg shackles. It was decided that based on the altercation had with USCBP plus possible mental health issues, would be taken to cells to release the restraints.</p>			

**Adherence to the Policy / Conformité aux politiques**

The Officer(s) involved adhered to applicable CBSA Policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Officers should review the need to arrest/detain when taking a traveler out of the normal CBSA process.

**Signature & Date**

*Dan DESAI*

2014/11/24

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/12/16	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		TABACHNICOV, Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Tether, Michael, Badge Number / N° d'insigne: 11178			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/01/14		2015/01/14	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College- Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On December 16, 2014 BSO completed an inspection on who was a resident of the United States entering Canada on foot. During the initial inspection observation of provided reasonable grounds for a secondary inspection related to drug use.			
A secondary inspection was completed. During the secondary inspection ion scanner swabs showed positive for Methamphetamines.			

#### **Adherence to the Policy / Conformité aux politiques**

The officers adhered to applicable CBSA policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

Training - N/A

Equipment - Possible acquisition of spit hoods. Officers should not have to rely on trying to catch spit when involved in a dynamic situation.

**Signature & Date**

*Dan DESAI*

2015/01/14

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2016/07/05	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Pacific Highway - Traffic, Pacific Highway - Traffic Operations			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Trevor Berg, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2016/07/21		2016/07/26	

## Management Review Completed by / Révision par la gestion complétée par

Name Nom	David Harris	Title Titre	Manager : Use of Force Policy Unit, Arming Division (Chair)
Name Nom	Zrinka Barisic	Title Titre	Senior Program Advisor - Enforcement and Intelligence Programs Directorate
Name Nom	Nigel Suarez	Title Titre	Senior Program Advisor: Use of Force Policy Unit, Arming Division
Name Nom	Lynne Lamarche	Title Titre	A/Director, Corporate and Program Services Division
Name Nom	Stephanie Vance	Title Titre	Senior Program Advisor-Traveller Operations
Name Nom	Patrick Murphy	Title Titre	Counsel, CBSA Legal Services
Name Nom	Frédéric Fiset	Title Titre	Learning Design Specialist, Learning Design Solutions Division
Name Nom	Maureen Haley	Title Titre	Senior Program Advisor - Compliance Programs Unit, Border Programs Directorate
Name Nom	Patricia Mullin-Baker	Title Titre	Senior Labour Relations Advisor, Compensation and Labour Relations Directorate
Name Nom	Jennifer Gouin	Title Titre	A/Senior Program Advisor, Program management Division
Name Nom	Michelle Barrette	Title Titre	Senior Program Officer - Compliance Programs Unit, Border Programs Directorate
Name Nom	Caroline Joly	Title Titre	Manager: Defensive Tactics Training Unit, Arming Division
Name Nom	Tammy Edwards	Title Titre	Director, Occupational Health and Safety, Compensation and Labour Relations Directorate
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor/Senior Program Officer - Use of Force Policy Unit, Arming Division

## Synopsis of the Complete Incident / Synopsis de l'incident complet

This review was conducted using the Officers IMRS reports and CBSA port of entry CCTV video.

This incident occurred on July 7, 2016 at the Pacific Highway Traffic Operations. The interaction began at precisely at 14:31 (beginning of primary exam) and concluded at 14:35 (when subjects' car fled the POE). At the time of the incident Acting Superintendent was engaged in primary inspection line (PIL) duties at lane 10.

At 1430hrs, A/Supt began a PIL exam on a grey minivan and noticed the next vehicle in line, a did not obey the stop line and pulled up close to the rear of the minivan. A/Supt had to physically indicate with a hand signal to the driver of the to stop. A/Supt concluded the PIL exam on the minivan and the Washington state plated pulled up to the primary booth; however the driver stopped short of the booth and A/Supt had to physically motion to the driver to pull forward further. These driving behavior gave suspicions to A/Supt that the driver's ability to operate the vehicle may be impaired by the influence of alcohol or a narcotic.

#### Adherence to the Policy / Conformité aux politiques

The drawing and pointing of their duty firearms by A/Supt 3SO BSO and BSO was from a training and tactics standpoint prudent and necessary and within the IMIM, training and CBSA policy.

The drawing of their duty firearms to the low ready by BSO BSO and BSO I as a tactical consideration was also considered reasonable and in accordance with CBSA Use of Force Policy and training.

#### Overall Comments and Recommendations / Commentaires globaux et recommandations

There are no training recommendations stemming from this incident.

**Signature & Date**

*David HARRIS*

2016/07/26

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/03/21	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, Port of Douglas Post PIL			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Christopher STONE, Badge Number / N° d'insigne: 14367			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/07/12		2013/08/05	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	David Harris	Title Titre	Manager Use of Force Policy Unit
Name Nom	Vickie McCambley	Title Titre	Manager Use of Force Dev. and Design
Name Nom	Caroline Joly	Title Titre	Manager UoF Instructor Recruitment and Dev
Name Nom	Nigel Suarez	Title Titre	Senior Program Adv UoF Policy Unit
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor UoF Policy Unit
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
At approximately 1357 hours presented himself to BSO at primary booth 604, driving a Washington plated vehicle bearing plate			
BSO asked who the luggage in the front seat belonged to. said it belonged to his friend he was picking up.			
BSO told that did not make sense. paused and agreed. then said that he had lied and that he was actually coming to Canada to make sense of everything that was happening in the world and whether he was going, "Into Canada or going East," that he thought there was nothing wrong with that. BSO suspected the subject may have mental health issues or be suicidal.			

### Adherence to the Policy / Conformité aux politiques

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer and this Committee, the choice of response options utilized by BSO by drawing his duty firearm was unreasonable and not in-line with the CBSA Use of Force policy and the Arming training program.

The risk factors that lead BSO to suspect a potential threat of Death or Grievous Bodily Harm (DGBH) and the drawing of his duty firearm to the low-ready as a tactical consideration were not adequately justified in his narrative as necessary in the situation.

The empty hand control (wrist lock) that BSO used to extract the driver (whom was exhibiting resistant behavior) out of the vehicle was reasonable and in-line with the CBSA Use of Force policy and the Arming training program.

### Overall Comments and Recommendations / Commentaires globaux et recommandations

The Committee recommends the following:

Officer should review Duty Firearm Course training lessons associated to legal articulation, risk assessments, and appropriate response options as he did not adequately justify nor show the necessity of drawing ones duty firearm in this situation. Training assistance in this regard by a Use of Force Instructor can also be utilized.

### Signature & Date

David HARRIS

2013/08/05

Signature

Date

Arming Division / Division de l'armement (05/15) v.1.4.1

**Management Review Report - CBSA Use of Force Incident**  
**Rapport de revue de la gestion – Incident du recours à la force de l'ASFC**

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/04/10	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, Douglas Port of Entry Cell # 1			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
Name / Nom:	Badge Number / N° d'insigne:		
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Lesley ILLES, Badge Number / N° d'insigne: 10418			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/07/04		2013/07/04	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Dan DESAI	Title Titre	A/Manager Training & Learning
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
Note: All times are approximate and are taken from BSO report.			
<p>was under exam at Douglas Port of entry. During pocket examination (approximately 13:16) BSO detected a strong smell of marihuana from who was standing sideways to the BSO and avoiding eye contact. While questioning BSO noticed a bulge in right cheek. When asked what this was, replied "Nothing". While BSO continued to ask about the substance started chewing and repeated statements that there was nothing in his mouth.</p>			

13:55 BSO  
amphetamines. BSO

was informed that a NIK test on the white powder from                      vehicle tested positive for  
relayed this information along with details of the substance                      has hidden in his cheek.

#### **Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to CBSA policy.

#### **Overall Comments and Recommendations / Commentaires globaux et recommandations**

While the force used was appropriate we would like to make the following observations/recommendations.

We recommend that the officers involved review their Transport Control Tactics (TCT) or Subject Movement Tactics (SMT) training to ensure an understanding of how to prepare the restraints, appropriate usage and appropriate removal. If they would like any instruction or guidance we would be glad to assist.

**Signature & Date**

*Dan DESAI*

2013/07/04

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/06/27	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, Douglas Port of Entry			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Kaila, Jasbir, Badge Number / N° d'insigne: 10311			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/08/19		2013/08/19	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name / Nom: Dan DESAI		Title / Titre: A/Manager Training & Learning	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
DOUGLAS Port of Entry			
Officers Involved (5):			
, Badge No.: , Role: Submitting Officer, Unit: Port of Entry			
Badge No.:			
Badge No.:			
, Badge No.:			
Badge No.:			
Subject(s) (1)			
Subject was recently involuntarily admitted to a mental health facility (June 2013) and had an outstanding charge for assault (Dec 2012). Subject carried paperwork indicating she required medication for manic episodes, but stated that she was not taking her medication.			

**Adherence to the Policy / Conformité aux politiques**

The officers adhered to CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

There are no recommendations for training.

**Signature & Date**

*Dan DESAI*

2013/08/19

**Signature**

**Date**



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/07/21	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, Primary Inspection Lane			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		, Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		, Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Stone, Christopher, Badge Number / N° d'insigne: 14367			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2013/10/10		2013/12/16	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	Senior Program Advisor, Arming Division
Name Nom	Dave Harris	Title Titre	Manager, Use of Force Policy Unit
Name Nom	Trevor Berg	Title Titre	UOF/Firearms Instructor, Use of Force Policy Unit
Name Nom	Kerry Tierney	Title Titre	Senior Program Advisor, UoFe Development & Design
Name Nom	Caroline Joly	Title Titre	Manager, UoF Instructor Recruitment and Developmen
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On July 21st, 2013 at the Port of Douglas in Surrey, BC at approximately 0240hrs, Officer noticed a vehicle drive up at a high rate of speed towards the Primary Inspection Line (PIL). Officer called over to Officer whom was in another PIL booth to watch out.			
The vehicle stopped suddenly, made "jerky" movements, turned towards the building and then straight through Primary Inspection lane 601. Officer hit the alarm and put his hand out to indicate 'stop' to the vehicle.			
Officer did not activate the green light for the subject to proceed forward.			

Officer radioed that they had a "Port Runner". The subject drove to the end of the median which was beyond the Primary Inspection Line and turned back towards lane 604. The subject drove south in the northbound lane and crashed into the yellow gate.

#### **Adherence to the Policy / Conformité aux politiques**

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer and this committee, the choice of the response option of drawing their duty firearms to the low ready as a tactical consideration was reasonable and in-line with the CBSA Use of Force policy and the Arming Training Program.

The drawing and intended use of drawing ones defensive baton to break the front passenger window in an attempt to reach the driver to take him into custody without having established the stability of the stop is contrary to what is instructed by the Arming Training Program.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Officer \_\_\_\_\_ should review the DFC lesson on High Risk Vehicle Examinations (HRVE) particularly the sections that speak to the stability of the stop based on his comments of intending to use the baton to break the vehicle window.

There could be a time and place for the tactic of using the defensive baton to break a window to extract a resistant subject from a vehicle, but having ones defensive baton drawn before the 'Stability of the Stop' has been established is impractical as a baton on a moving vehicle would be ineffective and potentially very dangerous to the officer. Officers should always ensure the vehicle is stopped with the keys out, and extinguish all other means (verbal orders, etc.) of having the subject exit before resorting to breaking a window to extract the driver.

**Signature & Date**

*Nigel SUAREZ*

2013/12/16

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2013/10/18	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, Douglas POE, Surrey B.C.			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Grogan, Jason, Badge Number / N° d'insigne: 20764			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/03/14		2014/03/14	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom	Nigel SUAREZ	Title Titre	Senior Advisor, Use of Force Policy Unit
Name Nom	David Harris	Title Titre	Manager, Use of Force Policy Unit
Name Nom	Carolyn Pawluk	Title Titre	Senior Advisor, Use of Force Policy Unit
Name Nom	Vickie McCambley	Title Titre	Senior Advisor, Use of Force Training Development
Name Nom	Zrinka Barisic	Title Titre	Senior Advisor, E&I Programs Directorate
Name Nom	Trevor Berg	Title Titre	UoF/Firearms Instructor, Arming Division
Name Nom	Moe Mohtadi	Title Titre	UoF/Firearms Instructor, Arming Division
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On October 18th, 2013 at approximately 15:15hrs, a citizen of the United States of America, was detained and later issued an allowed to leave while attempting to enter Canada at the port of Douglas, B.C.			

### Adherence to the Policy / Conformité aux politiques

The Committee finds that:

Based on the risk assessment considered in conjunction with the review made by a Use of Force Trainer, the Committee finds that the drawing of the officer's duty firearm was not in-line with the CBSA Use of Force Policy and the Arming Training Program.

The officer did not adequately justify in their report the drawing of his duty firearm nor provide sufficient supporting information of the urgency of the threat to require his duty firearm to be drawn.

### Overall Comments and Recommendations / Commentaires globaux et recommandations

- All officers should review the Arrest and Detention Policy and Procedures as per CBSA Enforcement Manual – Part 6 in order to familiarize themselves with when to provide the arrest statement and the Vienna Convention Rights statement.
- All officers should review Contact and Cover roles in order to establish clear communication with the subject.
- Officer should review Lesson 8: Review of the Incident Management Intervention Model, in order to familiarize himself with the risk assessment process and legal articulation.
- There were two witness officers identified in the narrative that did not provide reports. All officers should review the Guidelines for Completing the BSF586 Use of Force Incident Report Narrative.
- At the time of detention the officers must be able to explain what the allegation is and the reason for the detention. The reports do not provide a clear reason for the detention.
- It is important to provide approximate times of procedures such as when the detention statement was read; what time the subject was transferred to cells; what time the subject contacted duty counsel, etc.
- If further clarification is required, it is recommended that a Use of Force and Firearms Instructor is consulted to discuss with the officers.

### Signature & Date

*Nigel SUAREZ*

2014/03/14

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/05/10	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, Douglas POE			
<b>Officer(s) Directly Involved / Agent(e)(s) directement impliqué(e)(s)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
Name / Nom:		Badge Number / N° d'insigne:	
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Kennedy, Scott, Badge Number / N° d'insigne: 11000			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2014/06/23		2014/06/23	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager-CBSA College- Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
On 10MAY2014, Border Services Officer was working in a primary booth at the Douglas Port of Entry. At approximately 2250 hours, a vehicle with Washington State licence plates arrived at his booth.			
The vehicle had four occupants. The driver stated that they were lost and did not mean to come to Canada. When asked for identification, the driver was unable to present it as she had left it at home. BSO asked the driver to turn the vehicle off. BSO then stepped out of the primary booth and could smell a strong odour of marijuana emanating from the vehicle. BSO then asked the driver to step out. While speaking to the driver, BSO could hear one of the passengers yelling and swearing in the back seat. He radioed for assistance.			
The driver told BSO that the subject that was in the back seat "being difficult" had marijuana on her.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

The writer recommends that the officers:

1. Be reminded to give a brief version of Charter Rights and Caution as soon as possible following the arrest, followed by the verbatim version when safe to do so; and
2. Review the guidelines for legal articulation.

**Signature & Date**

*Dan DESAI*

2014/06/23

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

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<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2014/11/29	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, DETENTION CELL #2			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Brady, Paul, Badge Number / N° d'insigne: 11174			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/01/22		2015/01/22	
<b>Management Review Completed by / Révision par la gestion complétée par</b>			
Name Nom Dan DESAI		Title Titre Manager CBSA College - Chilliwack Campus	
<b>Synopsis of the Complete Incident / Synopsis de l'incident complet</b>			
a US citizen and prior deportee from Canada with an extensive and violent criminal history was detained by BSO with the assistance of BSO BSO had just finished reading his rights when the subject became verbally agitated and challenged the grounds on which he was being detained was encountered attempting to elude examination at the POE). BSO cautioned that he would remain handcuffed unless he calmed down. At this point BSOs had not yet completed a frisk for officer and public safety.			

**Adherence to the Policy / Conformité aux politiques**

The officers involved adhered to applicable CBSA policy.

**Overall Comments and Recommendations / Commentaires globaux et recommandations**

Strictly based on the written reports it would appear there was a delay of approximately five minutes from the time handcuffs were applied to the time when the subject was searched. Conditions exist where such a delay could be reasonable however; this was not noted or not evident in the report. Furthermore if such a delay is required it is still incumbent upon Peace Officers to search / frisk the low back and belt line of the subject prior to a more comprehensive search when circumstances allow. Clearing the belt line is a cursory method required to establish initial (albeit minimal) standards of Officer and Public safety. This is a location where contraband and weapons can be concealed, and even while restrained the subject can still access.

**Signature & Date**

*Dan DESAI*

2015/01/22

**Signature**

**Date**

Arming Division / Division de l'armement (05/15) v.1.4.1



## Management Review Report - CBSA Use of Force Incident Rapport de revue de la gestion – Incident du recours à la force de l'ASFC

It is the Policy of the CBSA to collect information on the details of any use of force incident. This will provide the CBSA with information on the types and frequency of these incidents. It will also enable the CBSA to make important decisions regarding the safety and security of staff and ongoing training needs. The information collected on this form is protected and may be disclosed to internal or external bodies as consistent use, or pursuant to other provisions listed under section 8(2) of the Privacy Act <http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html>. The information is held in CBSA Bank PIB PPU 012. Further explanations about the information contained in the Bank may be found in the Info Source guide located in public libraries, or online at <http://www.infosource.gc.ca>.

L'ASFC a pour politique de recueillir de l'information sur les détails de tout incident relatif au recours à la force. Cette pratique permettra à l'ASFC de rassembler des informations sur les types et la fréquence des incidents. Elle permettra également à l'ASFC de prendre des décisions importantes en matière de sécurité et de protection en lien avec le personnel et les besoins de la formation continue. L'information recueillie dans ce formulaire est protégée et peut être communiquée à des organismes internes ou externes selon un usage compatible ou en vertu d'autres dispositions énoncées au paragraphe 8(2) de la Loi sur la protection des renseignements personnels <http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html>. L'information est conservée dans un fichier de l'ASFC PIB PPU 012. Des explications complémentaires sur l'information conservée dans ce fichier figurent dans le guide Info Source, disponible dans les bibliothèques, ou dans le site Internet d'Info Source <http://www.infosource.gc.ca>.

<b>Incident No. / N° de l'incident</b>		<b>Date of Incident / Date de l'incident</b>	
		2015/03/19	
<b>Location of Incident / Lieu de l'incident</b>			
Pacific, Douglas, Douglas POE Secondary			
<b>Officer(s) Directly Involved / Agent(e)s directement impliqué(e)s</b>			
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
Name / Nom:		Badge Number / N° d'insigne:	
<b>Witnesses (if any) / Témoins (si applicable)</b>			
<b>Technical Review Completed by / Revue technique effectuée par</b>			
Name / Nom: Berg, Trevor, Badge Number / N° d'insigne: 10712			
<b>Date Management Review Commenced / Date que la révision par la gestion a commencé</b>		<b>Date Management Review Concluded / Date que la révision par la gestion a conclu</b>	
2015/07/15		2015/09/07	